

Orange Garnish

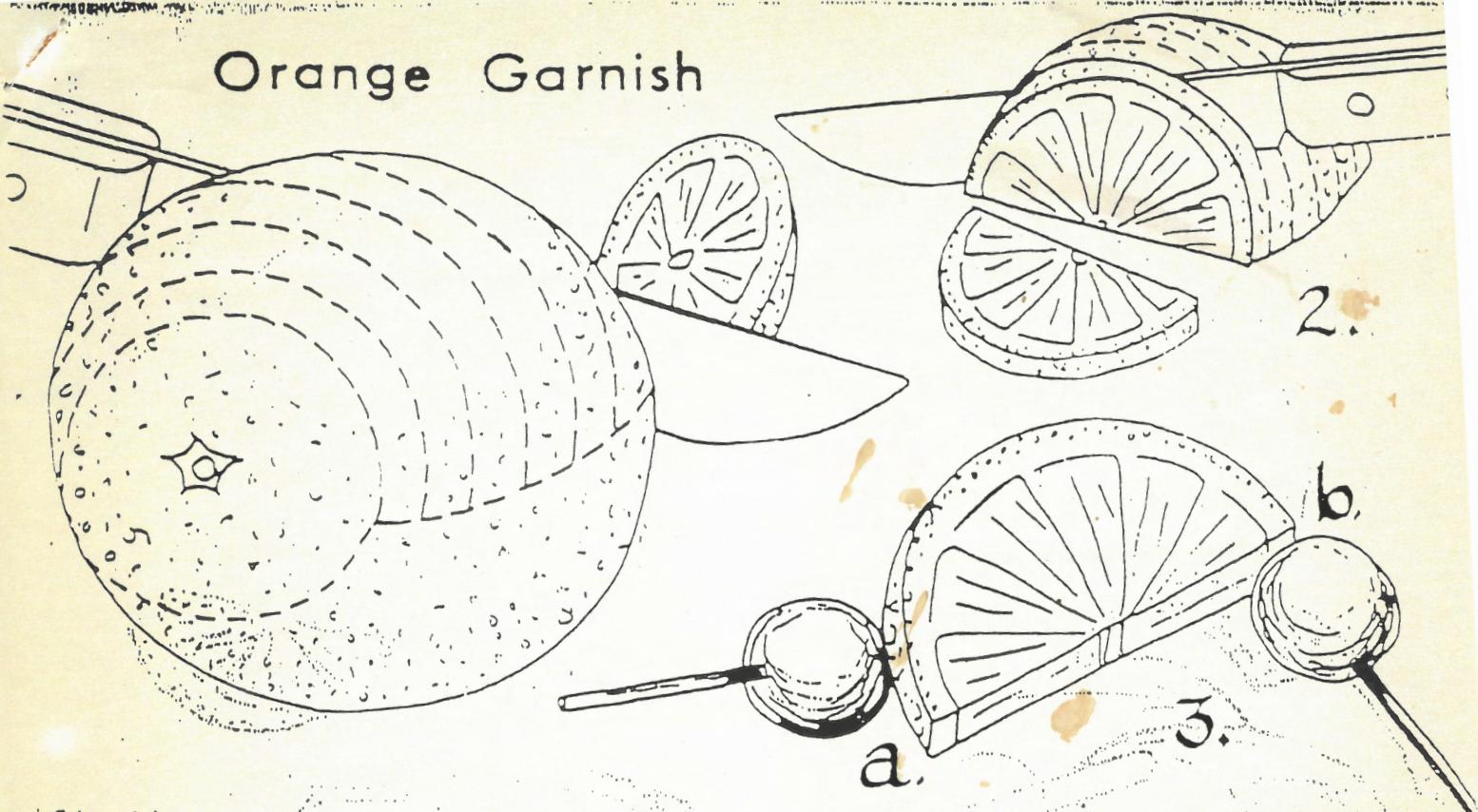


Fig.1: Cut off either end so that the orange can be up-ended and sliced in half lengthwise.

Fig.2. Cross-cut (slice) each half into about eight or nine $\frac{1}{4}$ inch slices.

Fig.3. Affix a cherry "flag" through the rind at "a" or through the pulp at "b".

Lime Garnish

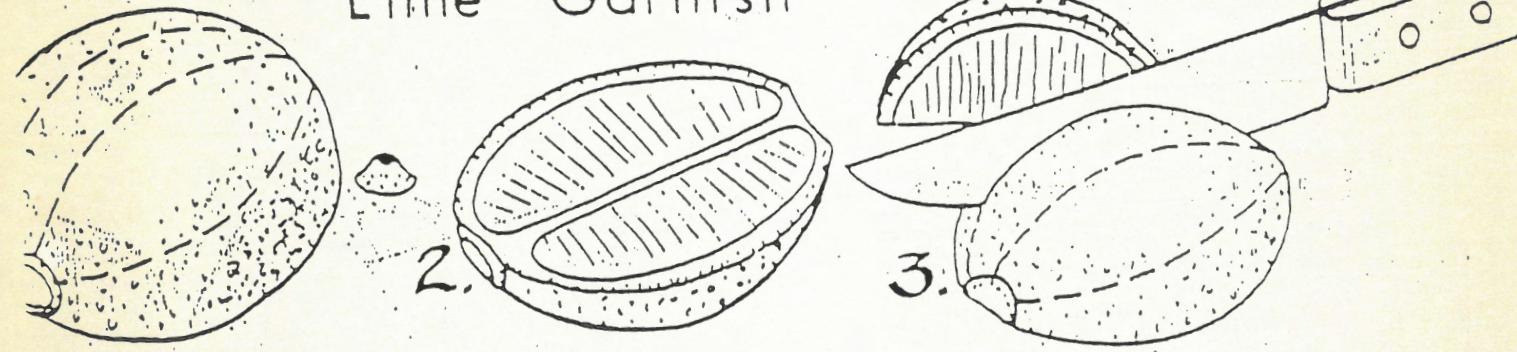


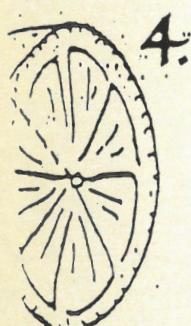
fig.1. Cut off tips (very small).

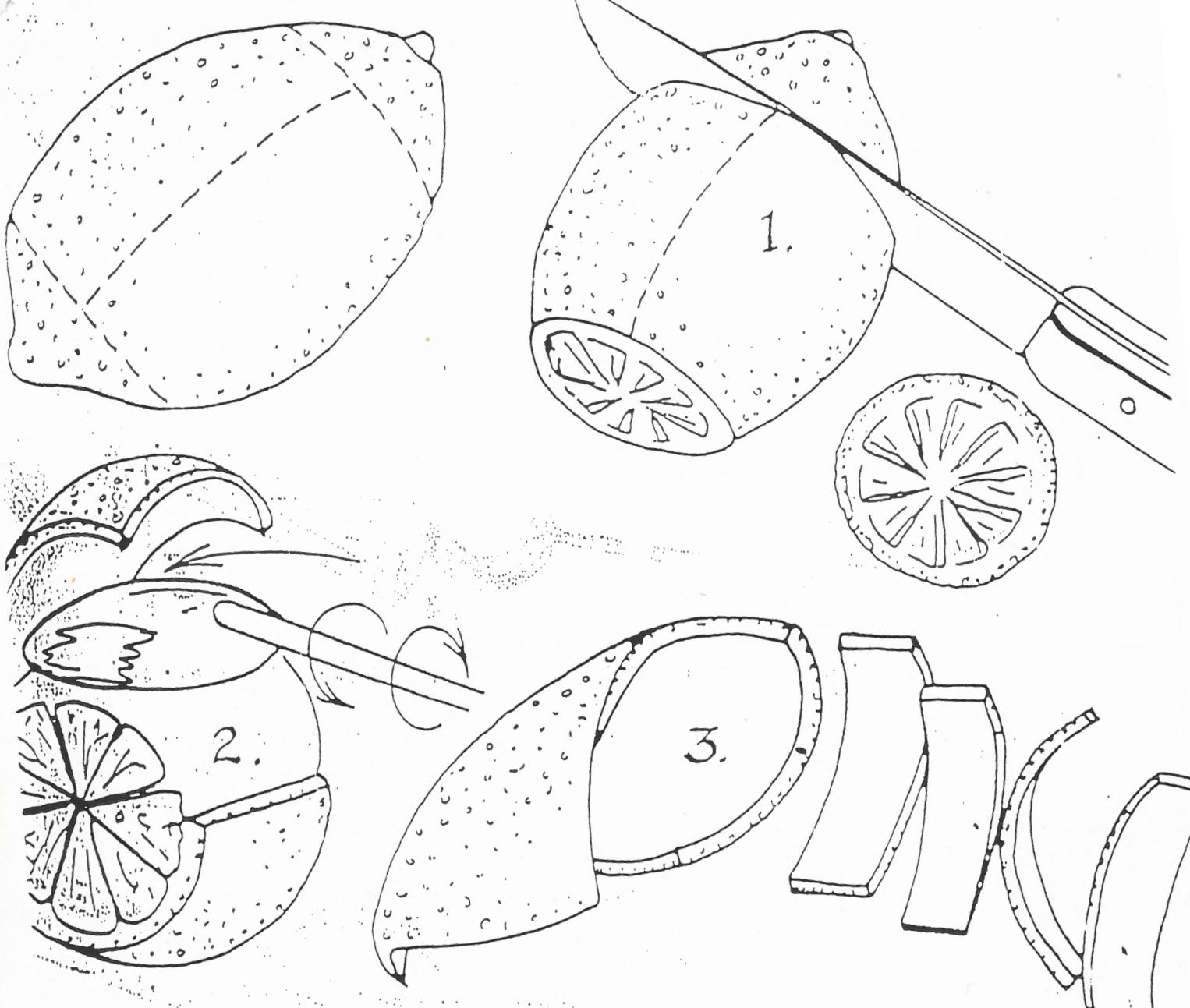
fig.2. Slice lengthwise in half (along the axis).

fig.3. Cut into the rind towards the center, (three or four times depending on the size of the half) to produce the wedges (lime squeeze).

fig.4. To make lime (or lemon or orange) wheels or fans cut a slit lengthwise only to the center of the whole fruit.

fig.5. Make $\frac{1}{4}$ inch (approx.) slices by cross-cutting the whole lime



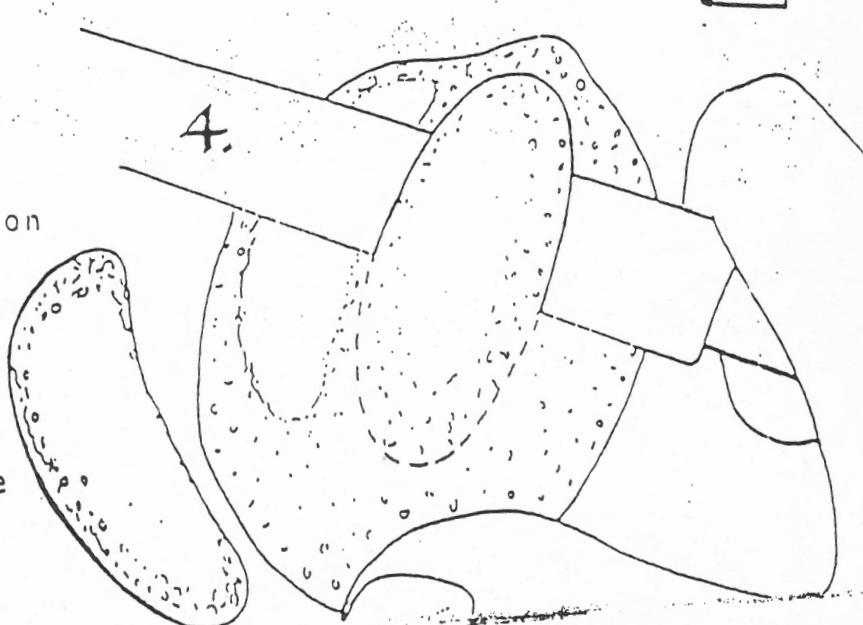


Lemon Garnish

1. Cut off ends and discard.
2. Separate the rind from the lemon by inserting the spoon between the skin and the pulp working it from side to side to pry loose.
3. With the oil (yellow) side down cut into pieces about one half inch wide.
4. Self explanatory alternate method.

Offer unused lemon to
chef

Won't make so many twists, so to preserve
unpeeled skin, wrap it in wet napkin, store it in
garnish tray



GLASSWARE



BELL
7 oz.



WHISKEY SOUR
5 oz.



CHAMPAGNE
5 oz.



COCKTAIL
3 oz.



MARGARITA
8 oz.



WINE
6½ oz.



WINE
3 oz.



SHERRY
2 oz.



BRANDY
6 oz.



CORDIAL
2 oz.



PONY
1 oz.

Snifter



COLLINS
12 oz.



HI-BALL
9 oz.



HI-BALL
7 oz.



OLD FASHIONED
5 oz.



BUCKET
12½ oz.



DOUBLE OLD FASHIONED
10½ oz.

rocks



PILSNER
10 oz.



MIXING GLASS
16 oz.



BEER MUG
10 oz.



DOUBLE SHOT
2 oz.



SHOT
1 oz.

WINE SERVICE STANDARDS

- THE ORDER IS TAKEN AND ENTERED
or white
- IF SPARKLING, BOTTLE IS IMMEDIATELY PLACED IN BUCKET
- APPROPRIATE GLASSES ARE BROUGHT AS NEEDED
- WITH A CLEAN NAPKIN (on the arm for reds, on the bucket for whites), AND A CORKSCREW, THE WAITER PRESENTS THE WINE TO THE RIGHT OF THE PERSON WHO WILL BE TASTING THE WINE
- UPON APPROVAL, THE FOIL IS REMOVED BELOW THE LIP USING THE KNIFE AND TWISTING ONE'S WRIST, NOT THE BOTTLE
- PUT FOIL IN POCKET WHEN POSSIBLE, WIPE THE CORK
- WHITE AND SPARKLING WINE IS OPENED IN A BUCKET FILLED WITH ICE AND WATER, RED WINE IS OPENED ON THE TABLE, AGAIN TWISTING THE WRIST NOT THE BOTTLE
- CORK IS PULLED AND PLACED NEAR THE GLASS
- NECK IS WIPE WITH THE SERVICE NAPKIN AND A ONE OUNCE TASTE IS POURED, NEVER TOUCHING BOTTLE TO GLASS
- USING THE SERVICE NAPKIN, WIPE THE NECK OF THE BOTTLE AFTER EACH POUR
- DO NOT WAIT FOR THE GUEST TO ACKNOWLEDGE CORK BEFORE POURING
- UPON APPROVAL, POUR OTHERS GLASSES, 1/3, MOVING CLOCKWISE AND SERVING LADIES FIRST ENDING WITH THE TASTER
- REMOVE CORK FROM THE TABLE IF SUITABLE
- MAINTAIN EQUAL LEVELS IN ALL GLASSES DURING SERVICE
- DO NOT OVERTURN EMPTY BOTTLE IN BUCKET
- FRESH GLASSES FOR FRESH WINE, ONE TASTING GLASS FOR REORDER
- CLEAR EMPTY GLASSES PROMPTLY
- SPARKLING IS PRESENTED LIKE A WHITE WINE, BOTTLE IS HELD AT A 45 DEGREE ANGLE, CRIMP AND FOIL REMOVED AND CORK POINTED AWAY FROM GUEST AND SELFTURN BOTTLE AND CORK, NEVER PULL THE CORK

Try and empty bottle or wine in host's glass.

General Wine Questions

What is wine? Wine is a delicious beverage made from the fermentation of grape juice. Wine is generally categorized as table wine, sparkling wine or fortified wine.

How is it made? The formula for fermentation tells it all: sugar + yeast = alcohol + carbon dioxide + heat. Table wines average between 7 and 14 percent alcohol with most around 12%. Theoretically then, very ripe grapes (having a high sugar content) will produce a wine high in alcohol. The winemaker can (and often does!) do many things to affect this result. One common thing is not to ferment out all the sugar but instead to leave some, known as residual sugar, to give the wine a hint of sweetness.

What are the main components of wine? Most of what's in a bottle of wine is water (about 85%), then the alcohol (12%), with sugar, acid and tannin (accounting for about 2%) and the remaining 1% or less is all the aromas and flavors that you sense.

Is acid in wine a good thing? Sure it is! Natural fruit acids give wine its fresh, crisp flavor.

What's tannin? Tannin is a naturally occurring compound that exists in the grape skins and seeds and in oak wine barrels. It gives wine a puckery taste and helps the wine age. Tannin is also found in tea.

What wines are usually tannic? Cabernet Sauvignon and Zinfandel are typically tannic as are Barbaresco, Barolo, Brunello and Amarone. Some French Château wines are also.

How does oak barrel ageing affect the taste of wine? Well, to a greater or lesser degree, there will be some of that puckery taste from the tannin but wood can also impart vanilla, spice and almond aromas and flavors.

Do I have to worry about sulfites in wine? Only those very few people who are allergic to sulphur need worry. Sulphur occurs naturally during fermentation and winemakers typically add small amounts to preserve the wine.

Does smelling the cork tell you anything about the wine? No. Instead, feel the cork. The end near the wine should be moist. A dry cork may indicate a poorly stored wine.

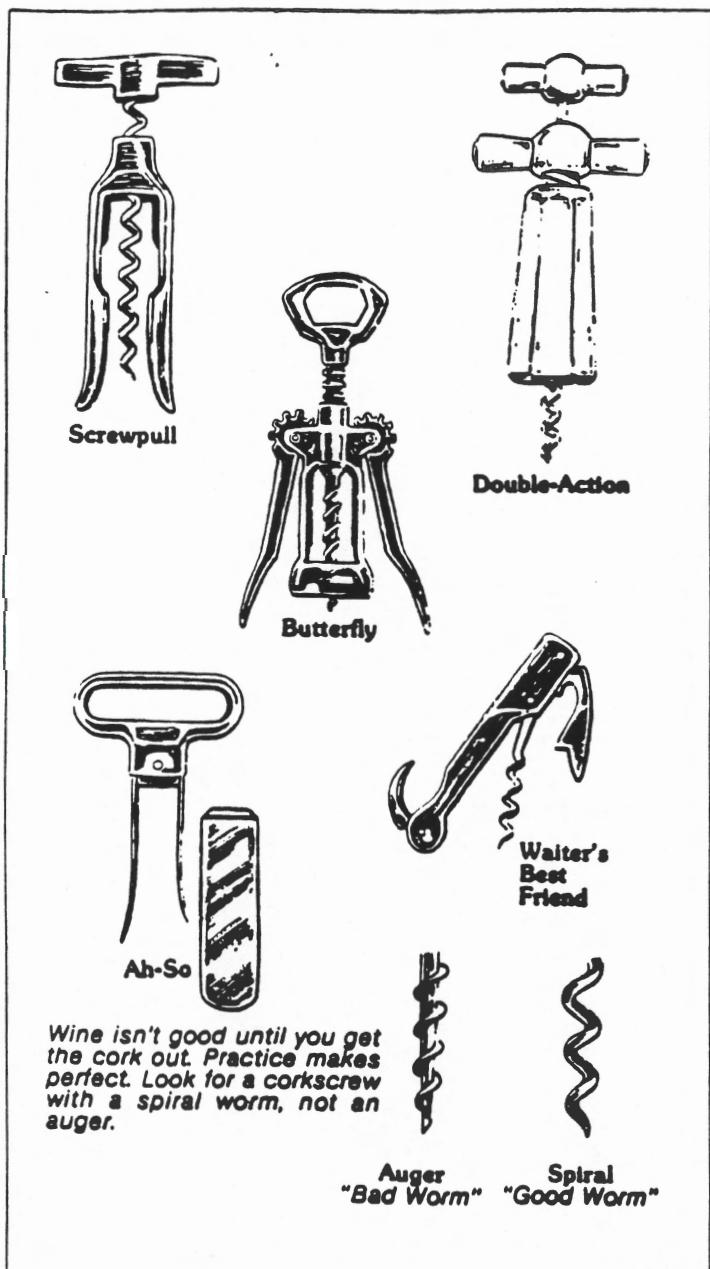
At what temperature should wine be served? White, Blush, Rosé and Sparkling wines should be served cold. Red wines should be served at about 65°F. Sometimes white wines can be too cold masking the flavors of the wine. In this case, just let the wine stand at room temperature for a short while. Conversely, sometimes red wines are served too hot. Let's hope this doesn't happen too often (warm wine indicates poor storage) but if it does it's not improper to chill the bottle down in a bucket of ice water for a few moments.

How do I describe wine to customers? It's best to keep it simple. Using just a few words you can describe some or all of the following: color, aroma, body, sweetness level, type of fruit character, length on the palate. For instance, "Oh the Riesling is pale yellow, with a very fragrant nose, medium body, fruity but with a clean finish." Read through this packet of information for other examples and more wine words.

Do certain wines go with certain foods? Some wines go better than others with certain foods. If a customer asks for a wine recommendation ask him or her what they usually drink. If, for example, it's Chardonnay, recommend one off your wine list and then suggest an appropriate wine to match the dish. Read for more about food and wine pairing.

Opening a Bottle of Champagne or Sparkling Wine

Sparkling wine is bottled under great pressure so care must be taken when removing the cork. As with a still wine, the bottle should be presented for the host's approval. Many people in the restaurant business would now tell you to remove the foil wrapper however there is an alternative method that's faster and neater. To open the bottle, first grasp the bottle by the neck and place your thumb on the cork. Until the cork is removed you *must* keep the cork protected. Find the round thumbnail of the wire cage. Pull it through the foil and untwist it in a counter-clockwise manner. Spread the cage open, loosening it from the bottle. With your thumb still on the cork, gently turn the bottle in a clockwise direction. The cork remains still while the bottle is turned. Do this slowly to avoid the characteristic Champagne "pop". The preferred sound is a slight "hiss" as the cork exits the bottle. So now you have removed the cork, foil and cage in one smooth motion. It should be presented to the host as you would with a regular cork. Pour as you would with a still wine but, because of the bubbles, with a little more caution.



Wine Service Tips

Above all, people come to your restaurant for the comfort. Whether it's a fancy French restaurant or a basic brewpub, people who dine out want to be comfortable, in a friendly environment and be served properly. The old expression that "the customer is always right" applies particularly well to the restaurant business. Here are some general tips to help you sell more wine:

Present the wine list when seating the customers.

Cheerfully mention any wine specials when seating the customers.

Serve bottles and glasses of wine as rapidly as possible to increase your chance of a reorder.

Know your house wines, wine specials and bar products!

Be prepared to give a brief description of each wine special and wine on the wine list.

Be prepared to make food and wine recommendations.

Check the wine's temperature: chill when necessary but do not overchill.

Food & Wine Pairing

There are many different approaches to matching wine with food ranging from the most simple to outlandish. It's a very subjective topic where there are no 100 percent correct answers. There are, however, some basic considerations:

Basic Considerations

Serve a wine you like! Remember that the whole idea is to enjoy the meal. White wine with fish and red wine with red meat is a general good rule of thumb but don't be shy about breaking it if you like a particular type of wine.

Suit the wine to the occasion, ambiance and mood. An aged Cabernet would be out of place for a day at the beach while a rosé would be right at home.

Manipulation of food and wine changes flavors and thus the appropriate wine choice. Chardonnays that are tank fermented and not barrel aged tend to have simpler flavors. Barrel fermented and oak aged chardonnays are loaded with more flavor and require more powerful dishes. On the other hand, trout is usually paired with a delicate white wine unless it's smoked when you should try a full flavored wine like Gewurztraminer or Semillon.

Two Approaches

Match food and wine according to affinities. Food and wine share many affinities:

Flavor. For example, the buttery-vanilla aromas in a rich Chardonnay match well with butter sauces and lobster; the herbal notes of a Sauvignon Blanc compliment vegetable dishes.

Texture. A hearty stew with a Petite Syrah - rich dish with a rich, hearty wine.

Sauce. Follow the sauce! Try a Cabernet Sauvignon or Cabernet Franc with a green peppercorn sauce.

Regional associations. For example, Mediterranean-type cooking with bright, fruity wines.

Match food and wine according to contrasts. Opposites attract!

Try this: smoky flavor, like proscuitto, with the fruity character of a Johannisberg Riesling; the saltiness of oysters with the crispness of a Fumé Blanc or Duck Gumbo with Gewurztraminer - a fatty, intense dish contrasted by a light fruity wine.

QUICK TIPS...

High acid foods with high acid wines (tomatoes, citrus...with Sauvignon Blanc)

Rich, fatty foods with slightly oaky wines or young red wines (duck, lamb...with oaky Chardonnay or Zinfandel)

Spicy, salty or smoked dishes with lighter, fruitier low alcohol wines (wines like Gewurztraminer, Riesling, Gamay Beaujolais)

Foods with sweetness match with wines with similar levels of sweetness (a food is sweeter than the wine it will make the wine taste dry & astringent)

Wine Words

Words used to describe the taste of wine

Aroma: the perfume coming from the fruit of the grape unlike the bouquet which describes the smell of a bottle-aged wine.

Astringent: typical of red wines with high tannin content; a drying, mouth-puckering taste.

Balance: a harmony of the basic structural and characteristic elements like acid tannin alcohol and fruit flavors.

Body: the feel of substance in the mouth and usually related to a long, lingering flavor in the mouth.

Bouquet: the fragrance of a wine changed by maturation in the bottle which is different from the aroma.

Clean: a well made wine, young or old, that has no off odors.

Corky: indicates an off-taste from a bad cork.

Crisp: with pronounced but pleasing acidity.

Delicate: applies to wines, usually white, that are light, young and fresh.

Dry: without sweetness; does not mean sour. Note that a wine may be fruity and dry at the same time.

Elegant: well-balanced, with finesse, a truly fine wine.

Earthy: a smell and taste evocative of fresh earth; usually comes from grapes growing in heavy, clay soils.

Flabby: too soft, lacking in acidity; without character.

Flinty: dry, clean, sharp, steely, often used to describe Chablis.

Floral or Flowery: appealing fragrance of a wine reminiscent of fresh flowers; typical of many Gewurztraminers.

Fresh: young, lively and clean.

Full: a full-bodied wine is rich in fruit flavors, fills the mouth with flavor and sensations.

Grapey: a wine that tastes like fresh grapes; typical of Beaujolais but can describe Muscat and Riesling also.

Grassy: the smell of fresh cut green grass often used to describe Sauvignon Blanc.

Green: unripe, unbalanced acidity, raw taste.

Hard: sever flavor from high tannin and/or acid; usually mellows with time.

Light: Lacking in body, color or alcohol but still pleasing.

Lively: young fruity wines with a little spritz.

Maderized: flat, oxidized smell, past its prime usually from poor storage or exposure to heat; may have brownish tint.

Mellow: mature, soft, no rough edges.

Nose: refers to the qualities of aroma and bouquet.

Oxidized: a wine that has lost its freshness due to exposure to air.

Robust: a big, full, wine.

Ruby: resembling the color of the clear red jewel, as in young red wines.

Rough: insufficient age.

Sediment: primarily tannin and fruit acids that chemically join, fall to the bottom of the bottle effectively softening the wine.

Sharp: excessive acidity.

Soft: mellow, without roughness or hotness to the throat.

Sound: a well made wine with no defects.

Sour: vinegar, a wine that's unfit to drink.

Spritzy: pleasant, slight effervescence found in some young wines.

Straw: color used to describe many white wines to a greater or less degree.

Sulphury: unpleasant, rotten egg smell that often disappears after pouring; if not it indicates a faulty wine.

Sweet: high residual sugar content.

Tart: sharpness caused by high acidity.

Thin: lacking in body and alcohol, watery, will not improve with age.

Velvety: soft mouth feel, silky texture.

Woody: excessive odor and/or flavor from too much contact with wood.

Yeasty: aroma and/or taste of yeast as in fresh bread found in many Champagnes.

Opening a Bottle of Wine

To the right are photos of how a bottle of wine should be opened. Take a look at them and follow the steps.

A. After the customer has selected the wine you should present the bottle unopened for his or her approval. For sparkling and white wines, an ice bucket filled with ice and water should be brought to the table to maintain the proper chill.

B. To open the bottle of wine you must first remove the top of the capsule (it might be lead foil, tin, plastic or wax). Some bottles have a ribbon, like on a pack of gum, to help you do so. If not, you must cut the foil. Holding the bottle firmly, run the knife blade around the bottle at the bulge near the bottle's neck. Circle it twice if necessary to cut the foil. Then use the blade to peel the foil up, removing it in a clean manner. Avoid peeling off pits and pieces of foil and never put the foil on the table. It should be deposited in your apron or pocket.

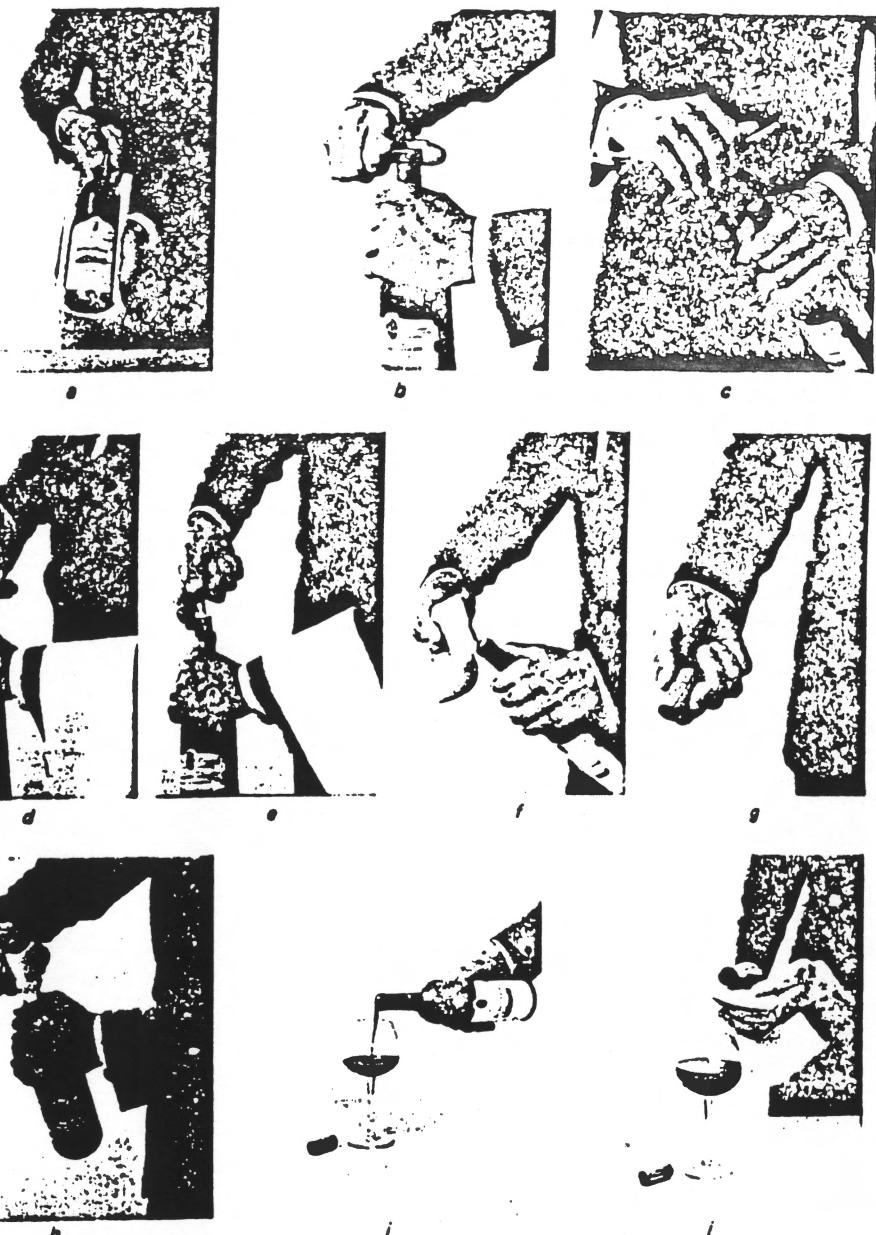
C. Corkscrews are made in many ways. Avoid ones with a bore or screw which just drills a hole in the cork. Waiters corkscrews have a helical worm that is better for extraction. Holding the bottle out at a slight angle, position the tip slightly off-center in the cork, gently press down and turn clockwise two turns. Stop and check that the worm is in straight and then finish turning until only two notches are showing. Try to insert the worm as far as possible without breaking through the bottom of the cork.

D. Rest the lever on the lip of the bottle while *firmly* holding it in place with your other hand.

E. Lift up in a straight motion until the cork comes out of the bottle. If it is a long cork you may pause to screw the worm in one or two extra turns and then lever it and lift it out. In any case do not bend the cork.

F - G - H. Remove the cork from the worm and present it to the person ordering the wine. Sniffing a cork is passé. One looks to see that the end facing the wine is moist. A dry, unpliant cork may be an indication of poor storage and puts into question the wine's condition. Wipe the neck of the bottle to remove dust or sediment.

I - J. To serve the wine, pour an ounce into the host's glass, stand back and wait for approval. Once approval is given, pour the wine for the women first and then the men. This is the rule of thumb but there can be exceptions especially when dealing with large tables or in very crowded restaurants. Always, though, pour the wine such a way that the person being served can see the label. People like to know what they're drinking. Pour in one fluid motion finishing with a gentle inward twist of the wrist while lifting the bottle up. This avoids drips however it's still a good idea to carry a towel and wipe the neck between each pour. Always use a towel for a chilled wine taken from an ice bucket.



****HOW TO DEAL WITH POTENTIALLY INTOXICATED GUESTS****

Any of the above characteristics can represent a warning of a potentially dangerous condition. The following guidelines should be adhered to when observing a guest that you suspect is intoxicated:

1. All servers should be instructed to contact a manager. The server should not take action on their own.
2. The manager should unobtrusively observe, review the situation, and take appropriate action. The manager's goal is always to assertively handle the situation while minimizing the possibility of confrontation.
3. After observation and evaluation, the manager may choose to let the server or hostess handle the situation. In many cases, the server or hostess can deal more effectively with the customer than the manager or a security officer. Many customers find a security officer or manager intimidating and respond with belligerence.
4. Management's ultimate goal is to ensure that the guest gets to their room or home safely. As mentioned previously, the use of the Designated Driver Program or Take The Elevator Home Program are safe remedies. As a last resort, you may require the assistance of the local police department.
5. Never deal with the guest alone. Always have a witness and/or "back-up".
 - a. A witness is invaluable in the event of any legal action.
 - b. Remember that there is always the potential for a harassment and/or discrimination suit.
 - c. If you don't have a "back-up", the belligerent customer may decide you are a likely target for a fight.
6. Hotel management should take all reasonable measures to prevent the suspected intoxicated guest from risking his/ her safety and the safety of others after alcoholic beverage service is terminated.

****EVALUATION AND SUGGESTED RESPONSES****

Based on a ten point scale of intoxication (one being the least, ten being the most) it is suggested that the following response patterns be utilized:

<u>Description</u>	<u>Response</u>
3-4 Mildly inebriated, probably having a good time, coordination is intact, speech okay. May just need to "straighten up" a bit.	Cut the guest off, but offer complimentary coffee and/or soft drinks.
5-6 Not legally intoxicated, but approaching that stage. Probably exhibits slurred speech, minor coordination problems, and may be more boisterous/obnoxious than normal, but is still able to drive after a sobering up period.	Same as the 3-4 level above, but also offer free snacks.
7 Obviously intoxicated, coordination affected, speech slurred, should not be allowed to drive, but is not necessarily a problem to deal with.	Ask the customer to leave the lounge, offer coffee and snacks, ensure that the guest does not drive by either finding one of his/her friends or calling a cab.
8 Extremely drunk, off balance, unable to sit properly in a chair. Should not be permitted to drive under any circumstances.	Ensure that security is nearby, then ask the guest to leave the lounge. Insist that he/she either take a cab home or offer a guest room to sleep it off; either at no charge, if necessary. If the guest insists on driving, the authorities should be called.
9-10 "Falling down drunk", probably won't remember tonight, tomorrow. Exhibits slurred speech, loss of coordination, and is argumentative and/or irrational. <u>Absolutely should not be allowed to drive.</u>	Follow the same procedures as outlined in level 8, except do not hesitate to call the local authorities for assistance.

As a person begins to consume alcohol, and continues to drink, the alcohol affects the person in a series of stages. Servers should be able to recognize these warning signals and the stage of alcoholic consumption.

- 1) Inhibitions - A person will start to loosen up and release emotions that could lead to unusual behavior.
 - Over friendly
 - Becoming loud & aggressive
 - Annoying others
 - Using foul language
- 2) Judgement - As a person continues to consume alcohol, clear thinking and rational judgement is affected:
 - Complaining about the strength of the drink
 - Drinking faster
 - More argumentative
 - Careless with money
- 3) Reactions - Reflexes and actions are slower.
 - Drowsiness
 - Loss of train of thought
 - Inability to hold or light cigarette
 - Slurred Speech
- 4) Coordination - Simple tasks may be limited.
 - Walking / stumbling into objects
 - Swaying or sleeping at bar
 - Falling down

V. Serving Alcohol

The previous section explained signs or cues of an intoxicated person. This section will explain the monitoring of alcohol consumption and keep control of the situation. Remember, no two people are alike and every situation will be different. Several factors will influence an alcohol consumer:

- 1) Amount of alcohol consumed (not # of drinks).
- 2) The rate of alcohol consumption.
- 3) Food consumption, whether a person has eaten before starting to drink, or is eating while drinking.
- 4) Weight of the drinker.
- 5) Environment, mellow or rowdy.

Using these factors to monitor a guest's alcohol consumption may help in deciding whether or not a guest may continue to be served.

Counting drinks : As soon as your guest has had 3 drinks, inform the floor manager. Let him know how long the guest has been here, what he is eating, how fast he is drinking, and what he is drinking. Magic drink number is 3 !
Long Island Ice Tea limit is 2.

Designated driver : If a guest is chosen to be the driver, offer the guest free non-alcoholic beverages. Be sure not to over serve alcohol to the group who is drinking.

SCOTCH WHISKEY - A product of Scotland. All production of this distinct whiskey are protected by the Laws of the Great Britain. Scotches are blends of grain and malt whiskey. Scotch manufacturers can use up to thirty (30) different types of malts to make a particular brand. Scotch manufacturers also make some unblended scotch whiskeys.

CORDIALS AND LIQUEURS - By Federal Law cordials and liqueurs must have a minimum of 2 1/2 percent sugar or dextrose by volume. Liqueurs are a mixture of redistilled spirits getting their extracts from fruits, plants, flowers or pure juices.

Liqueurs have five Divisions: Herbs , seeds, cremes, peels and fruits; fruits being the most popular division.

The three methods of producing liqueurs.

Percolation - the fruits and spirits are "perked" like coffee. Alcohol is then placed on the bottom of a tank and sprayed on the fruit which are in clothe bags. This method may be repeated many times until you have the flavor.

Maceration - Fruits are brewed in to the alcohol like tea.

Distillation - The ingredients are directly in the alcohol which are in the still. The flavor is then absorbed into the alcohol, with the addition of sugar the proof reduces.

BRANDY - Brandy is a mixture of fermented mash, juice or wine distilled at 190 proof or less. Brandies flavored with fruit comes from the grapes which is usually brandies base. Caramel used for coloring, is the only additive. Brandy is produced in a continuous still. "Immature" on the label is used for any Brandy that is not aged for at least two years

COGNAC - Cognac which are brandies, can be made in one regain. The Cognac region of France. The grapes which are used to make Cognac are labeled below.

- Fin Bois
- Bon Bois
- Bon Ordinaries
- Bon Communs
- Grande Champagne
- Petite Champagne
- Borderies

RUM- Rum is a by-product of sugar cane. Rums are generally produced anywhere sugar cane is grown. Rum is also made in light an dark. Dark rums are usually sweeter, in taste.

Rums are made from fermented sugar cane juice, syrup or molasses, not distilled at less than 50 proof.

GIN - Gins are alcoholic beverages made from alcohols distilled from mash. Juniper berries and other ingredients with the distilled mashes over the extracts from macerations, infusions, percolations of the berries. Gin may read on the label; dry, extra dry, London dry gin all express the same thing -- no sweetness or heavy aroma presents.

Types of Gin

COMPOUND - The mixing of neutral alcohol with Juniper.

DISTILLED - Can be distilled once or may be redistilled many times. Production is the same as whiskeys, except they use different ingredients.

VODKA - Made from the distillate of fermented mash of grain called Neutral Spirits. This neutral spirit from flavor and aroma and mixed with almost everything.

WINES - Wine is made from fermented mash of grapes. The two types of grapes used to make wine are red and pale. Red, white and rose are the three types of wines produced. Red grapes are made without the skins. Most house bars will carry cheaper pouring wines and they also carry expensive wines sold by the bottle. Wine producing takes many years.

- Burgundy
- Chianti
- Rhine
- Chablis
- Chardonnay
- Bordeaux

FACTS ABOUT RYE OR BLENDED WHISKEYS

Depending on the types of whiskeys be processed depends on the pre-distilling time and aging time being used particular grains are also a key factor.

BOURBON FACTS

Corn is a grain used to produce Bourbon, a different type of whiskey. The amount of corn grain being used as well as a particular type of yeast, is the difference between each type of Bourbon. The term used for mixing the grain with the other ingredients, known as mashing. Mashing takes place where fermentation occurs.)

CANADIAN WHISKEY - A product of Canada. All production of this distinct whiskey are guided by the Laws of Canada. The amounts of grain as in Rye. Wheat and Barley malts are kept private by the Company. Canadian water also gives the product it's own distinct flavor.

IRISH WHISKEY - A product of Ireland. All production of this distinct whiskey are guided by the laws of Ireland. Irish Whiskey is a blended whiskey. It differs because it is distilled three times. Each time it is distilled, manufacturers only take the best mixture. This production gives Irish Whiskey a smoother taste. Irish Whiskey is also lower in mineral content because of Irish water.

LIGHT WHISKEY - Is a whiskey produced at a higher proof. The flavor itself comes from reproduction of grain being used during fermentation.

RYE WHISKEY - Must contain at least 51% Rye grain in the Mashbury Federal Law.

List of Abbreviations

1.	Cheeseburger	=	C3
2.	Hamburger	=	HB
3.	Medium rare	=	MQR
4.	Well done	=	Well
5.	Chicken	=	Chix
6.	Lake fish	=	L-fish
7.	Baby back ribs	=	BBR

1.	straight up	=	↑
2.	on-the-rocks	=	rx
3.	Olives	=	o
4.	lemon twist	=	twist
5.	extra dry	=	x dry

Hearty Warmers

PEPPERMINT PATTIE

A perfect combination of Peppermint Schnapps and hot chocolate, topped with whipped cream.

AUTUMN COBBLER

Apricot Brandy, combined with apple cider and White Creme de Cacao, topped with whipped cream.

APPLE PIE A LA MODE

An American tradition in a glass....Apple Schnapps, Cinnamon Schnapps and cider topped with whipped cream.

INDIAN SUMMER

A cinnamon rimmed glass filled with Apple Schnapps and hot apple cider.

ORANGE SPICE

Hot apple cider with Triple Sec and Cinnamon Schnapps topped with whipped cream.

HOT ALMOND CIDER

Amaretto and apple cider with a cherry.

NUTTY HOT CHOCOLATE

A delicious combination of Amaretto and whipped cream.

TRADITIONAL HOT CHOCOLATE

ASSORTED FLAVORED TEAS

Coffee Specialties

VILLAGE COFFEE

Kahlua and Baileys topped with whipped cream.

IRISH COFFEE

An original recipe topped with whipped cream and Green Creme de Menthe.

BAILEYS MINT KISS

Baileys, Kahlua, Rumple Minze, coffee topped with whipped cream and chocolate shavings.

IRISH MONK

Baileys, Frangelico topped with whipped cream.

BANANAS BARBADOS

Spiced Rum, Banana liquor, hot chocolate and cinnamon, topped with whipped cream.

ALMOND HAZENUT CAPPUCCINO

The perfect blend of Amaretto and Frangelico.

ORANGE MOCHA COFFEE

Captain Morgan, Orange Curacao, hot chocolate, and coffee topped with whipped cream and chocolate shavings.

HOME PORT CAPPUCCINO

Amaretto and Tia Maria.

our menu items are made
in order.
Please relax as we skillfully
prepare your meal.

Lori and Gary Beltrani

Dinner

Appetizers

AKED CLAMS	4.95	STUFFED JUMBO POTATO SKINS	4.95
Chopped clams, with seasonings		Cheddar cheese, scallions and bacon	
TUFFED MUSHROOMS	4.95	CAJUN SHARK or CHICKEN BITS	4.95
Seafood stuffing, garlic butter		Pan blackened, spicy	
RIED MOZZARELLA	4.95	BUFFALO CHICKEN BITS	4.95
Homemade, breaded, marinara sauce		Boneless spicy chicken bits	
UMBO SEAFOOD CLAMS	5.95	CHESAPEAKE BAY CRAB CAKES	5.50
Shrimp, scallops and snow crab stuffing		Fried, served with remoulade sauce	
RIED RAVIOLI	4.95	SHRIMP COCKTAIL	6.50
Homemade, breaded, marinara sauce		Large shrimp, cocktail sauce	
LAMS ON THE HALF SHELL	4.95	OYSTERS ON THE HALF SHELL	4.95
Freshly shucked, cocktail sauce		Freshly shucked, cocktail sauce	
RIED CALAMARI	4.95	FRESH MOZZARELLA SALAD	5.50
Lightly battered, marinara sauce		Sliced tomatoes, sundried tomato, fresh mozzarella and pesto	
OT OF MUSSELS	4.95		
Steamed in garlic butter or marinara sauce			

Soups

NEW ENGLAND CLAM CHOWDER	3.50	ONION SOUP	3.50
SOUP DU JOUR		Baked in a crock, topped with cheese	

Pasta Specialties

Includes soup or salad and our bread board

SEAFOOD FRA DIAVOLO	13.95	MIXED SEAFOOD COMBO	13.95
Shrimp, scallops, mussels, clams in a spicy tomato sauce with linguine		Tuna and mako tossed with basil, diced tomato, garlic, wine and olive oil with penne pasta	
CHICKEN PRIMAVERA	12.95	SHRIMP & CRABMEAT COMBO	12.95
Boneless bits, with garden vegetables in an Alfredo sauce with linguine		Sautéed snow crab and shrimp in a plum tomato sauce with spinach and radiatore pasta	
SHRIMP POMADORA	12.95	VEGETARIAN LASAGNA	9.95
Shrimp, plum tomatoes, garlic, basil and olive oil with penne pasta		Mixed vegetables layered between pasta sheets with ricotta, mozzarella cheese and marinara sauce	
SALMON ROSA	12.95	CHICKEN APOLLO	9.95
Salmon tossed with spinach, basil, garlic and radiatore pasta in a sundried tomato cream sauce		Boneless bits sautéed with garlic, wine, sundried tomatoes, basil, and olive oil	

Chicken

Includes soup or salad, rice or potato and our bread board

CHICKEN SUPREME	
Boneless breasts, sautéed with mushrooms, artichokes, melted cheese in a lemon, butter and wine sauce	
CHICKEN STIR FRY	
Boneless chicken bits, in an oriental teriyaki sauce with fresh sautéed vegetables, served with rice	
MEDITERRANEAN CHICKEN	
Boneless breasts, diced plum tomatoes, spinach, garlic, basil, olive oil and wine	
STUFFED CHICKEN BASILICA	
Boneless breasts wrapped around pesto sauce, mozzarella and ham, baked, topped with a basil and tomato sauce	
CHICKEN ROMANO	
Boneless breasts, sautéed with olive oil, scallions, garlic, sundried tomatoes, spinach, wine and a touch of balsamic vinegar	
CHICKEN MARSALA	
Boneless breasts, sautéed with Marsala wine, mushrooms and brown sauce	
CHICKEN FRANCÉSE	
Boneless breasts, sautéed in lemon, butter and wine	

CHICKEN AND SHRIMP FRANCÉSE	
Boneless breast and large shrimp in a lemon, butter and wine sauce	
STEAK BITS AND SHRIMP SCAMPI	
A perfect land and sea combo	
SUPREME COMBO	
Chicken, veal and shrimp with mushrooms, artichoke hearts and melted cheese in a lemon, butter and wine sauce	
FRIED MERMAID PLATTER	
Soft shell crab, Maryland crab cake and shrimp	
11.95 BABY BACK RIBS AND MARINATED CHICKEN	
A petite combo	
12.95 BONELESS SHELL STEAK AND BABY BACK RIBS	
The house specialty	

Seafood Specialties

Includes soup or salad, rice or potato and our bread board

BROILED SEAFOOD PLATTER	
Shrimp, sole, scallops and baked clams, broiled	

STUFFED SHRIMP SCAMPI	
Large shrimp, seafood stuffing, broiled in scampi butter	

CHESAPEAKE BAY CRAB CAKES	
Baked, remoulade sauce on the side	

ALASKAN STUFFED SOLE	
Sole stuffed with snow crab, shrimp and scallops broiled in seasoned butter	
SWORDFISH FRANCÉSE	

Sauced in a lemon, butter and wine sauce



Seafood Market

Includes soup or salad, rice or potato and our bread board

Select the fresh seafood of your choice prepared your favorite way. To ensure you receive the finest grade of fish, certain fish may be temporarily unavailable.

• GRILLED • BLACKENED • BROILED • STUFFED (+\$2) • SCAMPI

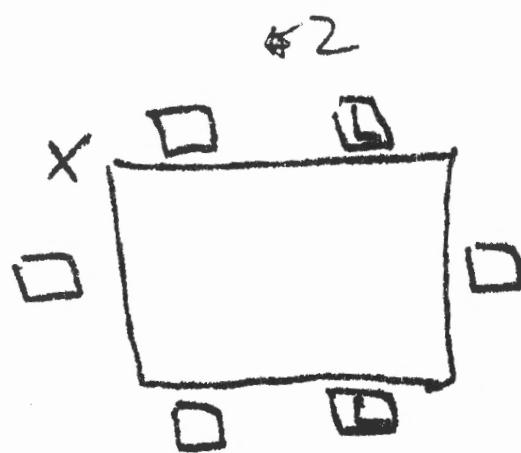
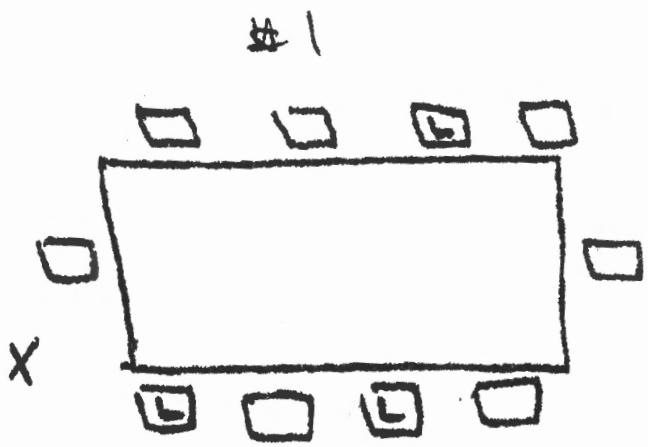
TUNA STEAK	13.50	SEA SCALLOPS	Medium
Tender and firm			
SALMON	12.95	SHRIMP	Large
Tender and light			
SWORDFISH STEAK	13.95	FILET OF SOLE	Light and flakey
Tender and firm			
MAKO SHARK	12.50		
Tender and firm			
VEAL SAN MARCO	13.50		
Veal, sautéed with fresh chopped garlic, sundried tomatoes, scallions, spinach, sherry, brown sauce and a touch of cream			
VEAL CORDON BLEU	13.95		
Veal stuffed with mozzarella, ham and seasonings, topped with brown sauce			
VEAL FRANCÉSE	12.95		
Brown sauce and a touch of cream			

* Due to the soft texture of these fish they cannot be grilled, however they can be broiled.

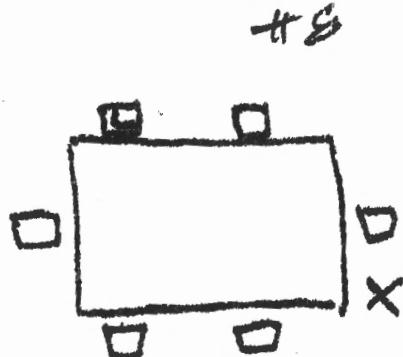
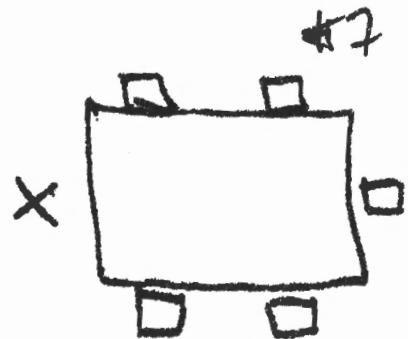
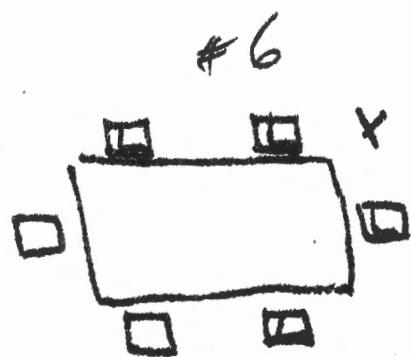
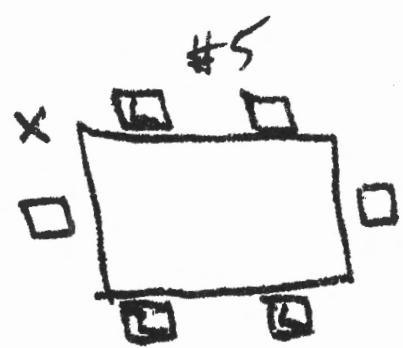
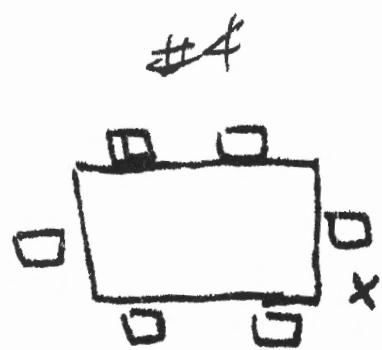
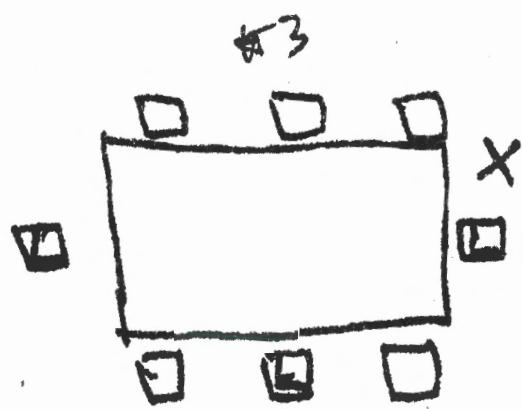
!! Veal !!

Includes soup or salad, rice or potato and our bread board

VEAL SAN MARCO	
Veal, sautéed with fresh chopped garlic, sundried tomatoes, scallions, spinach, sherry, brown sauce and a touch of cream	
VEAL CORDON BLEU	
Veal stuffed with mozzarella, ham and seasonings, topped with brown sauce	
VEAL FRANCÉSE	



You are the X. Number the seats correctly.



) what is whiskey made from?

Grain, ie corn, rye ...

) What does on-the-rocks mean?

Refers to ~~the~~ the style of glass the drink is served in, rocks glass

) What does straight-up mean?

Means the drink is served in a stemmed cocktail

) Should a bartender smoke behind the bar?

No

) Why is lighting people's cigarettes a good idea?

Improves the standard and quality of service you give them, thus making them happier, thus earning you a bigger tip

) List 2 things a bartender should do when not serving drinks?

1. prepare garnish

2. clean bar/ashtrays, & chat to customers

) How should you dress for an interview?

Smartly

) Why should you try to add drink prices before

going to the register? Saves you making two tips, thus saving time you can use to serve other customers

) A customer buys 2 drinks worth R10. He pays with a R20 note. What change should you give?

R5, R2, ~~R1, R1, 50c, 20c~~ R2, R1

) How many cigarette butts should be in the ashtray?

Not more than two

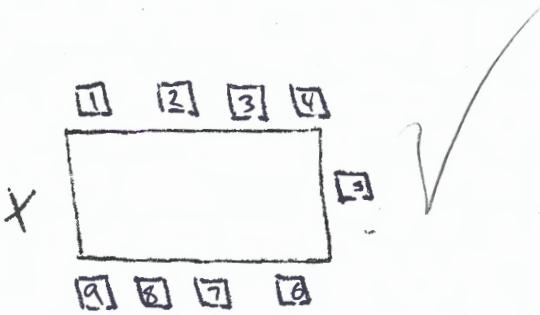
1) match in correct order

1. d
2. a
3. b
4. g
5. e
6. f
7. c

(Excellent!!)

- 1 a cocktails with water
- 2 b soft drinks & juices
- 3 c blended & coffee drinks
- 4 d neat, rocks, red wine
- 5 e beer, white wine
- 6 f cocktails up
- 7 g cocktails with juice/soda

2) You are the X. Number the seats for proper order-taking



1
2
3
4
5
6
7
8
9

3) When busy, how can you acknowledge a new customer?

Nod at him/her, or say 'excuse me, sir/madam, I'll be with you in a moment'

4) Why shouldn't you allow customers to get ready?

Annoys / frightens / disturbs other customers and reduces the pleasure in their dining out experience. If they're unhappy, less tip for you

5) When pouring wine, when should you touch the bottle to the glass? Never

6) When presenting wine, who gets to taste the wine first?

The host; ie the person who ordered the wine

7) List 3 words to describe the taste of ...

1. Dry
2. Fruity
3. Rough



8) If someone is ordering a steak, what wine could you suggest? Red wine

9) What is wine? 85% water, 12% alcohol, 2% sugar, acid, 1% aroma and flavours. Basically, fermented grape juice

10) If you observe a customer getting drunk and rowdy, what ~~will~~ should you do? Try and calm him down, alert the manager, don't serve him any more alcohol, offer him coffee and snacks

11) When entering your station as a waiter why should you see the entire floor and not individual tables? You can acknowledge ~~and see~~ all customers and see instantly who needs attention, and you won't ignore certain tables (ie have your blinkers on) when you are on your way to one of them.

12) When customers are finished with their dessert and coffee, what should a good waiter do? Politely try and get them out of the restaurant a.s.a.p. ie suggest ask if you can bring over the bill [slash and burn]

13) How late to work is acceptable?

Not late at all



14) How is vodka made?

From ~~grain~~ fermented grain mash



15) List 3 drinks to suggest to a customer

1. Piña Colada

2. Long Island ice tea

3. ~~Frost coffee~~ Amarula + coffee



MIXOLOGY LESSON 1 — MARTINIS, MANHATTANS, ROB ROYS

KEYS:

1. Drinks can be made either up or on the rocks. (If made on rocks make in rocks glass.)
2. All these drinks use vermouth, liquor and garnish.
3. Always pour vermouth first
4. Never shake these drinks. Customer doesn't want these types of drinks bruised.
5. Majority of these drinks made with call brands.

(1) MARTINI *

- A. Glass: Stemmed Cocktail
- B. Fill mixing glass w/ice *Chill Glass*
- C. $\frac{1}{2}$ oz dry vermouth *Always Vermouth*
- D. 2 oz gin
- E. Stir gently and strain
- F. Olive garnish

6. MANHATTAN

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{4}$ oz sweet vermouth
- D. 2 oz whiskey
- E. Stir gently and strain
- F. Cherry garnish

10. DRY ROB ROY

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{4}$ oz dry vermouth
- D. 2 oz scotch
- E. Stir gently and strain
- F. Lemon twist garnish

(2) DRY MARTINI

- A. Glass: Stemmed Cocktail
- B. Fill mixing glass w/ice
- C. $\frac{1}{16}$ oz or 2 drops dry vermouth
- D. 2 oz gin
- E. Stir gently and strain
- F. Lemon twist garnish

7. DRY MANHATTAN

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{4}$ oz dry vermouth
- D. 2 oz whiskey
- E. Stir gently and strain
- F. Lemon twist garnish

11. PERFECT ROB ROY

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{8}$ oz ea. of dry & sweet vermouth
- D. 2 oz scotch
- E. Stir gently and strain
- F. Lemon twist garnish

(3) MARTINI IN & OUT (Extra-Dry)

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{4}$ oz dry vermouth
- D. Pour out vermouth
- E. 2 oz gin
- F. Stir gently and strain
- G. Lemon twist garnish

8. PERFECT MANHATTAN

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{8}$ oz ea. dry & sweet vermouth
- D. 2 oz whiskey
- E. Stir gently and strain
- F. Lemon twist garnish

12. SOUTHERN COMFORT MANHATTAN

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{4}$ oz dry vermouth
- D. 2 oz Southern Comfort
- E. Stir gently and strain
- F. Cherry garnish

(4) GIBSON

Prepared the same as a martini, only use 2 or 3 cocktail onions as garnish instead of olive.

9. ROB ROY

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{4}$ oz sweet vermouth
- D. 2 oz scotch
- E. Stir gently and strain
- F. Cherry garnish

(5) VODKA MARTINI

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. $\frac{1}{8}$ oz dry vermouth
- D. 2 oz vodka
- E. Stir gently and strain
- F. Olive garnish

Martini stimulates the appetite. Classical pre-prandial

MIXOLOGY LESSON 2 — CREAM DRINKS - AFTER DINNER DRINKS

KEYS:

1. All drinks with cream must be shaken.
2. Total amount of liquid is 3 oz.
3. Can be made up or on the rocks.
4. If made on rocks, make in rocks glass.

5. Four types of cream use:

- A. Ice Cream (1 scoop equals 1 oz.)
- B. Heavy Cream
- C. Half & Half
- D. Milk

most places use milk

1. GRASSHOPPER X

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. ½ oz White Creme de Cacao
- D. ½ oz Green Creme de Menthe
- E. 2 oz cream
- F. Shakes and strain

6. PINK SQUIRREL X

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. ½ oz White Creme de Cacao
- D. ½ oz Creme de Almond or Creme de Noyaux
- E. 2 oz cream
- F. Shake and strain

9. PINK LADY

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. 1 oz gin
- D. ½ oz grenadine
- E. 1½ oz cream
- F. Shake and strain

2. BRANDY ALEXANDER X

- A. Glass: Stemmed Cocktail or Champagne
- B. Mixing glass w/ice
- C. ½ oz Brown Creme de Cacao
- D. ½ oz Brandy
- E. 2 oz cream
- F. Shake and strain
- G. Nutmeg garnish

3. BANSHEE X

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. ½ oz White Creme de Cacao
- D. ½ oz Creme de Banana
- E. 2 oz cream
- F. Shake and strain

4. DIRTY BANANA or BANSHEE X

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. ½ oz Brown Creme de Cacao
- D. ½ oz Creme de Banana
- E. 2 oz cream
- F. Shake and strain

5. GOLDEN CADILLAC

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. ½ oz Galliano
- D. ½ oz White Creme de Cacao
- E. 2 oz cream
- F. Shake and strain

7. ORGASM

- A. Glass: Collins
- B. Fill glass w/ice
- C. ½ oz White Creme de Cacao
- D. ½ oz Amaretto
- E. ½ oz Triple Sec
- F. ½ oz vodka
- G. 2 oz cream
- H. Short shake
- I. 2 cherries garnish

10. GOLDEN DREAM

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. ½ oz Galliano
- D. ½ oz Triple Sec
- E. ½ oz orange juice
- F. 1½ oz cream
- G. Shake and strain

*Don't recommend drinks
that are too strong
Consuming*

- A. Glass: Collins
- B. Fill glass w/ice
- C. ½ oz White Creme de Cacao
- D. ½ oz Amaretto
- E. ½ oz Triple Sec
- F. ½ oz vodka
- G. ½ oz Creme de Banana
- H. 1½ oz cream
- I. Short shake
- J. 2 cherries garnish

11. TOASTED ALMOND X

- A. Glass: Rocks
- B. ½ oz Amaretto
- C. ½ oz Kahlua
- D. 2 oz cream
- E. Shake and pour

12. CREAMSICLE X

- A. Glass: Highball w/ice
- B. ½ oz vodka
- C. ½ oz Triple Sec
- D. ½ oz orange juice
- E. 1½ oz cream
- F. Short shake

*contoux top 1/2 f
Triple Sec*

X Pop Related Drinks

Screening orgasm

1/2 oz Apricot Brandy
to orgasm.

— Stupor Rx

Cherry Bomb

High Ball X

1/2 oz Vodka

1/2 Cherry Brandy

white cream

fill with cream
cherries

X High Ball glass Stock
Rx Glass Stock

80% of all drinks you will serve

MIXOLOGY LESSON 3 — HIGHBALL DRINKS

Soda Glass Highball Glass.

KEYS:

1. The word "and" will help you remember the type of glass these drinks go in.
2. 80% of all drinks you make as a bartender will be a highball of some sort.
3. Many of these drinks are made with call brands.
4. If customer wants tall drink (Ex. tall gin & tonic) all that means is a taller glass.
5. If customer wants a double (Ex. double gin & tonic) that means double the amount of liquor and, therefore, double the price.

6. Anything w/ Tonic gets lime

① HIGHBALL (RYE & GINGER)

- A. Glass: Highball w/ice
- B. 1 oz whiskey
- C. Fill w/gingerale

② SCOTCH AND SODA *

- A. Glass: Highball w/ice
- B. 1 oz scotch
- C. Fill w/soda

③ 7 & 7

- A. Glass: Highball w/ice
- B. 1 oz Seagrams 7
- C. Fill w/7up

④ WHISKEY & WATER

- A. Glass: Highball w/ice
- B. 1 oz whiskey
- C. Fill w/water

⑤ RUM AND COKE

- A. Glass: Highball w/ice
- B. 1 oz light rum
- C. Fill w/coke

⑥ CUBA LIBRA * *liberate Cuba*

- A. Same as rum and coke, except garnish with lime.

⑦ TEQUILA SUNRISE

- A. Glass: Highball w/ice
- B. 1 oz Tequila
- C. Fill w/orange juice
- D. Top with ½ oz. Grenadine

⑧ GIN AND TONIC

- A. Glass: Highball w/ice
- B. 1 oz gin
- C. Fill w/tonic
- D. Lime garnish
- E. Also: vodka can be used instead of gin.

Anything w/ Tonic
gets lime

⑨ BLOODY MARY

- A. Glass: Collins w/ice
- B. 1 oz vodka
- C. Fill w/Bloody Mary Mix
- D. Lime and celery stick garnish

⑩ BLOODY MARY MIX: (BULK)

- 1 tsp. Salt
- 1 tsp. Celery Salt
- 1 tsp. Pepper
- 2 tsp. Horseradish
- 4 oz. Worcestershire sauce
- 4 dashes Tabasco

Fill with 32 oz. can Tomato Juice

11. VIRGIN MARY

- A. Fill collins glass with ice and Bloody Mary Mix (no liquor)
- B. Lime and celery stick garnish

12. BLOODY MARIA

- A. Glass: Highball w/ice
- B. 1 oz Tequila
- C. Fill w/Bloody Mary Mix
- D. Lime and celery stick garnish

13. SCREWDRIVER *

- A. Glass: Highball
- B. 1 oz vodka
- C. Fill w/orange juice

14. HARVEY WALLBANGER *

- A. Glass: Highball w/ice
- B. 1 oz vodka
- C. Fill w/orange juice
- D. Top with ½ oz Galliano *vanilla*

15. SLOW COMFORTABLE SCREW

- A. Glass: Highball w/ice
- B. 1 oz Sloe Gin
- C. Fill w/orange juice
- D. Top with ½ oz Southern Comfort

15. SLOW COMFORTABLE SCREW AGAINST THE WALL

- Glass: Collins w/ice
- 1 oz Sloe Gin
- Fill w/orange juice
- ½ oz Southern Comfort
- Top ½ oz Galliano

16. SLOW COMFORTABLE SCREW AGAINST THE WALL Mexican style

- Same as Slow Comfortable Screw Against the Wall except, after topping w/Galliano, then top w/Tequila.

17. BOCCI BALL *Amaretto + orange*

- Glass: Highball w/ice
- 1 oz Amaretto
- Fill w/orange juice
- Top w/club soda

18. FUZZY NAVEL *

- Glass: Highball w/ice
- 1 oz vodka
- ½ oz peach schnapps
- Fill w/orange juice

19. FUZZY FRUIT

- Same as Fuzzy Navel but use grapefruit juice instead of orange juice.

20. SOMBRERO ⚡

- Glass: Highball w/ice
- 1½ oz Kahlua
- Fill w/cream
- Short shake and pour

21. GREYHOUND ← *Salty Dog, add salt to rim of glass*

- Glass: Highball w/ice
- 1 oz vodka
- Fill w/grapefruit juice

22. ALABAMA SLAMMER

- Glass: Collins w/ice
- 1 oz Sloe Gin
- ½ oz Amaretto
- ½ oz Southern Comfort
- Fill with orange juice
- Short shake
- Cherry garnish

23. CAPE COD

- Glass: Highball w/ice
- 1 oz vodka
- Fill with cranberry juice

24. MADRAS ←

- Glass: Highball w/ice
- 1 oz vodka
- Fill ½ with orange juice
- Fill ½ with cranberry juice

25. SEA BREEZE

- Glass: Highball w/ice
- 1 oz vodka
- Fill ½ with grapefruit juice
- Fill ½ with cranberry juice

26. BAY BREEZE

- Glass: Highball w/ice
- 1 oz vodka
- Fill ½ with pineapple juice
- Fill ½ with cranberry juice

27. MELON BALL

- Glass: Highball w/ice
- 1 oz vodka
- ½ oz Midori
- Fill with orange juice

28. WOO-WOO

- Glass: Highball w/ice
- 1 oz vodka
- ½ oz peach schnapps
- Fill with cranberry juice

Recomend drinks with fruit juice

Use cranberry juice. Mixes well with alcohol

Recomend drinks with cranberry sauce

MIXOLOGY LESSON 4 — TWO LIQUOR DRINKS

KEYS:

1. All drinks are made in rocks glass.
2. All drinks are made with a liquor as base, and a cordial, which is heavier, on top.
3. Number of these drinks are asked for with call brands.
4. Total liquor amount comes to 2 oz.

1. RUSTY NAIL

- A. Glass: Rocks w/ice
- B. 1½ oz. scotch
- C. ½ oz. Drambuie

2. BLACK RUSSIAN

- A. Glass: Rocks w/ice
- B. 1½ oz. vodka
- C. ½ oz. Kahlua

3. WHITE RUSSIAN

- A. Glass: Rocks w/ice
- B. 1½ oz. vodka
- C. ½ oz. Kahlua
- D. Top w/cream
- E. Short shake

4. GODFATHER

- A. Glass: Rocks w/ice
- B. 1½ oz. scotch
- C. ½ oz. Amaretto

5. GODMOTHER

- A. Glass: Rocks w/ice
- B. 1½ oz. vodka
- C. ½ oz. Amaretto

6. BRAVE BULL

- A. Glass: Rocks w/ice
- B. 1½ oz. Tequila
- C. ½ oz. Kahlua

7. STINGER

- A. Glass: Rocks w/ice
- B. 1½ oz. brandy
- C. ½ oz. White Creme de Menthe

8. DIRTY MOTHER

- A. Glass: Rocks w/ice
- B. 1½ oz. brandy
- C. ½ oz. Kahlua

9. DIRTY WHITE MOTHER

- A. Made same as Dirty Mother, top with cream and short shake.

10. KAMAKAZI

- A. Glass: Rocks
- B. 1 oz. vodka
- C. ½ oz. Triple Sec
- D. ½ oz. lime juice
- E. Short shake

11. B & B

- A. Glass: Snifter or Cordial, or Rocks w/ice
- B. ½ oz. brandy
- C. ½ oz. Benedictine
- or
- 1 oz. D.O.M. B&B

12. MUDSLIDE

- A. Glass: Rocks w/ice
- B. 1 oz. vodka
- C. ½ oz. Kahlua
- D. ½ oz. Irish Cream
- E. Short shake

Recommende^d

Cape velvet

Milk

Any drink w/ lime juice gets shaken.

13. VODKA GIMLET

- A. Glass: Rocks w/ice
- B. 1½ oz. vodka
- C. ½ oz. lime juice
- D. Lime garnish

14. GIN GIMLET

- A. Same as a Vodka Gimlet, except use gin instead of vodka.

15. OLD FASHIONED

- A. Glass: Rocks
- B. Bar spoon of sugar
- C. 2 dashes of bitters
- D. Splash of soda $\frac{1}{3}$ glass
- E. Cherry & orange in glass
- F. Muddle fruit
- G. 1 oz. whiskey
- H. Fill glass w/ice
- I. Cherry garnish

Note: Also can be made with scotch, bourbon, or brandy at the customer's request

16. "SCOTCH" ON-THE-ROCKS

- A. Glass: Rocks w/ice
- B. 1 oz. scotch

Variation:

- A. Glass: Rocks w/ice
- B. 2 oz scotch

Note: "Variation" is used when the house charges extra for drinks "on-the-rocks". Also, scotch is an example; virtually any hard liquor (Ex. vodka, gin, bourbon, etc.) can be ordered this way.

MIXOLOGY LESSON 5 — WINES & COFFEES

KEYS:

1. White wine should be served chilled (either the wine or the glass).
2. Red wine should be served at room temperature.
3. Wine has become increasingly popular in the last few years. Because you can purchase a large amount for a reasonable price.
4. Wine and champagne get better with age.

1. CHAMPAGNE COCKTAIL

- A. Glass: Champagne chilled
- B. 1 cube of sugar or $\frac{1}{2}$ bar spoon
- C. 1 drop bitters
- D. Lemon twist
- E. Fill with champagne

2. MIMOSA *Recomm'd for brunch*

- A. Glass: Large wind glass w/ice
- B. $\frac{1}{2}$ fill w/orange juice
- C. $\frac{1}{2}$ fill w/champagne
- D. Stir gently

3. NEW YORK MIMOSA

- A. Glass: Large wine w/ice
- B. $\frac{1}{2}$ fill w/champagne
- C. $\frac{1}{2}$ fill w/orange juice
- D. $\frac{1}{2}$ oz Triple Sec

4. GRAND MIMOSA

- A. Glass: Large wine w/ice
- B. $\frac{1}{2}$ fill w/champagne
- C. $\frac{1}{2}$ fill w/orange juice
- D. $\frac{1}{2}$ oz Grand Marnier

5. HAWAIIAN MIMOSA

- A. Glass: Large wine w/ice
- B. $\frac{1}{2}$ fill w/champagne
- C. $\frac{1}{2}$ fill w/pineapple juice

6. POINSETTA (PINK ROSE)

- A. Glass: Large wine w/ice
- B. $\frac{1}{2}$ fill w/champagne
- C. $\frac{1}{2}$ fill w/cranberry juice

Recomm'd

7. WHITE WINE SPRITZER *X*

- A. Glass: Large wine or Collins w/ice
- B. $\frac{1}{2}$ filled w/white wine (Chablis)
- C. Fill rest with soda
- D. Lemon twist garnish

refreshing, light

8. WINE COOLER

- A. Glass: Large wine or Collins w/ice
- B. $\frac{1}{2}$ filled w/red wine (burgundy or rose)
- C. Fill with 7up
- D. Cherry garnish

9. KIR

- A. Glass: Large wine w/ice
- B. Fill w/white wine (Chablis)
- C. $\frac{1}{2}$ oz Creme de Cassis
- D. Lemon twist garnish

10. KIR ROYALE

- A. Glass: Large wine w/ice
- B. Fill w/champagne
- C. $\frac{1}{2}$ oz Creme de Cassis
- D. Lemon twist garnish

11. RASPBERRY KIR

- A. Glass: Large wine w/ice
- B. Fill w/champagne
- C. $\frac{1}{2}$ oz Chambord
- D. Lemon twist garnish

INTERNATIONAL COFFEES

1. IRISH COFFEE ***

- A. Glass: Coffee mug or specialty
- B. 1 cube sugar or $\frac{1}{2}$ bar spoon
- C. 1 oz Irish Whiskey
- D. Fill with hot coffee
- E. Top with whip cream
- F. Cherry garnish or 2 or 3 drops of Greene Creme de Menthe

Note: Never use both garnishes together.

2. JAMAICAN COFFEE

- A. Glass: Coffee mug or specialty
- B. 1 oz Tia Maria
- C. Fill with hot coffee
- D. Top with whip cream
- E. Cherry garnish

3. MEXICAN COFFEE

- A. Glass: Coffee mug
- B. 1 oz Kahlua
- C. Fill with hot coffee
- D. Top with whip cream
- E. Cherry garnish

4. ITALIAN COFFEE

- A. Glass: Coffee mug
- B. 1 oz of Galliano, Anisette, Sambuca, Amaretto, Frangelico
- C. Fill with hot coffee
- D. Top with whip cream
- E. Cherry garnish

Note: Choose one of the Italian Liquers. Do not use them all.

5. SCOTCH COFFEE

- A. Glass: Coffee mug
- B. 1 oz Drambuie
- C. Fill with hot coffee
- D. Top with whip cream
- E. Cherry garnish

6. DUTCH COFFEE

- A. Glass: Coffee mug
- B. 1 oz Vandermint
- C. Fill with hot coffee
- D. Top with whip cream
- E. Cherry garnish

7. KIOKI COFFEE

- A. Glass: Coffee mug
- B. $\frac{1}{2}$ oz brandy
- C. $\frac{1}{2}$ oz Kahlua
- D. Fill with hot coffee
- E. Top with whip cream
- F. Cherry garnish

8. BROKEN LEG

- A. Glass: Coffee mug
- B. 1 oz rum
- C. Fill with hot apple cider
- D. Cinnamon stick garnish

MIXOLOGY LESSON 6 — COLLINS & SOURS

EYS:

All drinks with sour mix must be shaken.

When topping drinks with soda, we are talking about club soda.

Always shake first, then add soda or you'll flatten the drink.

With these drinks, garnishes add to the drink.

Remember all collins and sours take an orange and a cherry.

Sour mix - lemon and lime

1. DAIQUIRI *B fruit daiquiri, not plain*

- A. Glass: Stemmed Cocktail
- B. Fill mixing glass w/ice
- C. 1 oz light rum
- D. 2 oz sour mix
- E. Shake and strain

2. BACARDI COCKTAIL

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. 1 oz Bacardi Light Rum
- D. 1½ oz sour mix
- E. ½ oz Grenadine
- F. Shake and strain
(Cherry optional as garnish)

3. WHISKEY SOUR

- A. Glass: Sour
- B. Mixing glass w/ice
- C. 1 oz whiskey
- D. 2 oz sour mix
- E. Shake and strain
- F. Cherry and orange garnish

Note: Also can be made with Scotch, Vodka, Flavored Brandies.

4. MARGARITA *B*

- A. Glass: Stemmed Cocktail
- B. Mixing glass w/ice
- C. Rim glass with lime and dip into salt dish
- D. 1 oz Tequila
- E. ½ oz Triple Sec
- F. 1 oz sour mix
- G. ½ oz lime juice
- H. Shake and strain

5. PINA COLADA *B*

- A. Glass: Collins w/ice
- B. 1 oz light rum
- C. 3 oz Pina Colada Mix
- D. Short shake
- E. Pineapple and cherry garnish

Coconut +
Pineapple

6. VODKA COLLINS

- A. Glass: Collins w/ice
- B. 1 oz vodka
- C. 2 oz sour mix
- D. Short shake
- E. Fill with soda
- F. Cherry and orange garnish

7. TOM COLLINS

- A. Made same as Vodka Collins, just use 1 oz gin instead of vodka.

8. JOHN COLLINS *W/grenadine*

- A. Made same as Vodka Collins, just use 1 oz whiskey instead of vodka.

9. JOE COLLINS *Smooth*

- A. Made same as Vodka Collins, just use 1 oz scotch instead of vodka.

10. SLOE GIN FIZZ

- A. Glass: Collins w/ice
- B. 1 oz Sloe Gin
- C. 2 oz sour mix
- D. Short shake
- E. Fill w/soda

11. SINGAPORE SLING

- A. Glass: Collins w/ice
- B. 1 oz gin
- C. ½ oz Grenadine
- D. 1½ oz sour mix
- E. Short shake
- F. Fill w/soda
- G. Top with ½ oz Cherry flavored brandy
- H. Cherry and orange garnish

12. LONG ISLAND ICE TEA

- A. Glass: Collins w/ice
- B. ½ oz vodka
- C. ½ oz gin
- D. ½ oz Triple Sec
- E. ½ oz light rum
- F. ½ oz Tequila
- G. 2 oz sour mix
- H. Fill w/coke
- I. Short shake or roll
- J. Lemon twist garnish

13. ALABAMA SLAMMER

- A.
- B. 1 oz Sloe Gin
- C. ½ oz Amaretto
- D. ½ oz Southern Comfort
- E. Fill with orange juice
- F. Short shake

14. RED DEVIL

- A. Glass: Collins w/ice
- B. 1 oz Sloe Gin
- C. ½ oz Amaretto
- D. 1 oz vodka
- E. ½ oz Triple Sec
- F. ½ oz Southern Comfort
- G. ¼ oz lime juice
- H. Fill with orange juice
- I. Short shake

15. RED DEATH

- A. Glass: Collins w/ice
- B. 1 oz Sloe Gin
- C. 1 oz vodka
- D. ½ oz Amaretto
- E. ½ oz Triple Sec
- F. ½ oz Southern Comfort
- G. ¼ oz lime juice
- H. Fill with orange juice
- I. Short shake
- J. Top with Sambuca

MIXOLOGY LESSON 7 — BEVERAGE TEXT

- 8 yr.
x 12

Below is a list of popular liquors grouped by type.

BLENDED WHISKEY

Calvert's American Whiskey
Imperial 51% Rye
Kessler
Seagram's 7

BOURBON

Kentucky Whiskey
Early Times 51% Corn
Jim Beam
Old Crow
Old Forester
Old Grandad
Old Grandad
Old Taylor
Walter's Deluxe
Wild Turkey

CANADIAN WHISKEY

Black Velvet
Canadian Club
Crown Royal
Seagram's V.O.

IRISH WHISKEY

John Jameson
Murphy's
Old Bushmill's
Paddy's

GIN

Beefeater
Gilbey's
Gordons
House of Lords
Seagrams
Tanqueray
Bombay
Boodles Premier gin

VODKA

Absolute Most popular worldwide
Finlandia
Smirnoff
Stolichnaya
Seagrams
Bonzai
Steel

TENNESSEE WHISKEY

Jack Daniels (J.D.)
General George Dickels

SCOTCH WHISKEY

Black & White
Chivas Regal
Cutty Sark
Dewar's White Label
Glenlivet & Glenfiddich Special
Grants
J & B
Johnnie Walker Black x 12 yr old
Johnnie Walker Red
Passport
Pinch X
Teachers
Royal Salute 21 yrs. old
Ballantine
Swing

CORDIALS & LIQUERS

Amaretto Almonds
Anisette Liquorice
Baileys Irish Cream / Cape Velvet
Benedictine Sweet Brandy
Chambord Raspberry
Cherry Heering Cherry
Cointreau or Triple Sec Orange flavor
Creme de Banana Banana
Creme de Cacao (Brown) Chocolate
Creme de Cacao (White)
Creme de Cassis Berry (Somewhat)
Creme de Menthe (Green)
Creme de Menthe (White) Mint
Creme de Noyaux or Almond Almond
Drambuie Sweet Scotch
Frangelico Hazelnut
Galliano Vanilla
Galliano Substitutes (Florentino, Neopolitan, Roiano, etc.)

Hagen Daz Cream Liqueur

Grand Marnier (Cognac liqueur) Orange flavor

Irish Mist Sweet Irish whiskey

Kahlua Coffee

Malibu Coconut

Midori Melon Flavoured

Ouzo Liquorice

Peppermint Schnapps Peppermint

Pernod Liquorice

Rock & Rye

Sambuca Liquorice — with coffee

Sloe Gin

Southern Comfort Sweet Whiskey, Bourbon & fruit.

Tia Maria Jamaican Coffee

Blue Curacao Fruit flavored Liqueur

Green Curacao Orange like coffee-Triple Sec.

RUM

Bacardi
Myer's Dark Rum
Ron Rico
Castillo

BRANDY & BRANDY LIQUORS

Apricot All Cognac
Blackberry is Brandy
Cherry All Brandy is
Peach Net Cognac
Christian Brothers
Metaxa VS USP VSOP
Very Special Phil Old

COGNAC

Courvoisier P. & F. Old
Hennessy
Martell
Remy Martin

BEER (Import & Domestic)

Becks
Budweiser
Coors
Heineken
Lite
Michelob
Miller
Schlitz

TEQUILA Cactus
Mescal Plant.
Jose Cuervo
Two Fingers
Mescal

(on the side)

Grand Marnier (Cognac liqueur) Orange flavor — with coffee

Irish Mist Sweet Irish whiskey

Kahlua Coffee

Malibu Coconut

Midori Melon Flavoured

Ouzo Liquorice

Peppermint Schnapps Peppermint

Pernod Liquorice

Rock & Rye

Sambuca Liquorice — with coffee

Sloe Gin

Southern Comfort Sweet Whiskey, Bourbon & fruit.

Tia Maria Jamaican Coffee

Blue Curacao Fruit flavored Liqueur

Green Curacao Orange like coffee-Triple Sec.

recommended cognac with coffee

shows you're professional.

C.C. — Canadian Club

MIXOLOGY LESSON 8 — CUSTOMER SERVICE

Knowing how to make drinks is only a part of being a true professional bartender. The other part is to give the customer what they deserve—good service.

Dealing with the public on a constant basis you must provide the little things that will make you a successful bartender.

How much money you will make as a bartender will depend on how consistently you do these key little things:

FRIENDLY: Smile and saying hello to each customer. First impressions are so important in the business.

POLITE: Thank every customer after every purchase.

SOCIAL: A good bartender tries to be friendly with all customers. Don't get involved with topics such as religion, politics or family matters. Create small talk which will create return business.

NEATNESS: Keep your bar clean all the time. Constantly keep ashtrays clean. Never let more than 2 cigarette butts build in any ashtrays. Once a customer leaves clean up area and get ready to serve the next customer.

ALERT: When behind the bar, scan the bar noticing when a customer needs another drink. A good bartender will constantly keep moving and noticing a customers needs.

Always serve ladies first, and always collect money as soon as drink is served.

Obey all state and federal laws. Don't transfer liquor from one bottle to another.

Always check identification if you feel the person is under age. I.D. such as drivers license or birth certificate should be asked for. Also ask for back-up such as credit card or social security card.

When giving change back to customer, count to yourself, then place on the bar fanning the money with largest bills on top.

Don't drink on the job. Your not showing your professionalism. With liquor being drunk by you behind the bar, eventually you will not be able to provide the service that is expected by your boss.

BUY BACKS: Don't issue free drinks without manager or owners consent. Don't take it upon yourself to buy. Find out buyback policy.

DON'T GAMBLE: It's against the law to gamble or place bets in a bar. If you notice this, stop it immediately.

DON'T ALLOW CUSTOMER to become rowdy or use profanity. It will disturb other customers. If this does occur, ask them politely to tone it down, if it persists, call manager.

DON'T SERVE ANYONE whose had too much to drink. If this occurs, politely ask customer if they would want some coffee or soda. If customer insists on a drink, call the manager. Let him make the decision.

If a customer complains about a drink ask him what's wrong, then make him a new one.

DON'T SMOKE behind the bar. It doesn't look professional, plus there's a possibility of ashes going into the ice bin or in glasses.

Carry a pocket lighter all the time to light cigarettes for customers. You're providing a service plus trying to create more money for yourself.

Always carry flat bottle opener. Add string and attach it to your belt.

DON'T LET CUSTOMERS WAIT. By using eye contact, or nodding your head, you're letting the customer know that you've noticed him. Get to him as soon as possible.

Most of customer service is dealing with common sense. Smile and be friendly will create more money for yourself.

When going on an interview, dress neat and conservative. Remember first impressions are a big thing in this business. Males should wear dress shirt, nice pair of pants and clean shoes. Don't wear jeans, t-shirt or sneakers.

Females should dress conservative. Most owners don't like jeans because most restaurants are dealing with uniforms.

When on an interview talk to manager or owner, don't answer with yes or no answers. Pay compliments about the establishment.

MIXCLOGY LESSON 5 — APPENDIX — PARTY SHOTS

8 party shots to one drink.

Shots can be made three ways: Crowd Involvement Shots

1. STRAIGHT — Fill shot glass with liquor of customer's choice at room temperature.

2. BRANDY-BASED — Fill snifter with brandy of customer's choice at room temperature.

3. PARTY SHOT — Chilled in mixing glass, shaken and strained.

Party Shots

Fuzzy Navel ~~1/2~~ B-52 - Pony

1/3 Kahlua

Cape Velvet - 1/3 Baileys / Cape Velvet

1/3 Grand Marnier

Sambuca (S.A.) Sambuca

or
tequila

SEX ON THE BEACH

(original recipe)

1/4 blackberry brandy

1/4 melon liquor

1/4 dark rum

1/4 pineapple juice

Fuzzy Fruit

Good Drink

SEX ON THE BEACH - Shot

1/4 vodka

1/4 Peach Schnapps

1/4 cranberry

1/4 orange juice

Flatbottom Stem

WOO-WOO - Shot

1/3 vodka

1/3 Peach Schnapps

1/3 cranberry

Red Devil

SLIPPERY NIPPLE - Chilled Shot

1/2 Baileys

1/2 Sambuca

Red Death

BRAIN TUMOR - Pony

1/2 vodka

1/2 Baileys

1-2 drops Grenadine

Grogam

~~*SILVER BULLET - Chilled~~

1/2 vodka

1/2 Sambuca

Climax

SHILALIEGH - Shot

1/2 Baileys

1/2 Irish Mist

Creamsicle

I.R.A. BOMBER - Shot

1/2 Baileys

1/2 vodka

Melon Ball

Jelly Donut

Blender

Val Ice cream (Fresh Kiss)

1/2 Baileys
Chambord

- 10 -

Stop Light

Short Shake Ice

1/2 Vodka

1/4 Malibu

Shake

Tequila Chilled

Vodka Cranberry

ORANGE CRUSH

3/4 Cointreau

1/4 7up

DR. PEPPER

1/2 mug beer

1 shot Amaretto

(drop Amaretto)

1/2 rum light

RASPBERRY FLIP

1/2 Chambord

1/4 heavy cream

Mind & Emotions

HIGH BALL

1/2 oz Kahlua

Fill w/Fee

1/2 oz Vodka

FUCK ME

1/3 Tia Ma

1/3 Baileys

1/3 151

Strike Brite

3/4 oz Voen Jack

1/2 oz Lime Juice

1/2 oz Liqueur

1/2 oz Orange

1/2 oz Amaretto

X SNOW SHOE - Shot

1/2 Wild Turkey

1/2 Sambuca

SILK PANTIES - Shot

1/2 vodka

1/2 Peach Schnapps

FUZZY NIPPLE - Pony

1/2 Peppermint Schnapps

1/2 Baileys

1/2 Kahlua

RUSSIAN QUALUDE - Pony

1/2 vodka

1/2 Baileys

1/2 Grand Marnier

RUSSIAN COLD KILLER - Shot

1/2 vodka

1/2 Chambord

BLOW JOB - Shot

1/2 vodka

1/2 Peach Schnapps

Top w/whipped cream

KAMIKAZI - Shot

1/2 vodka

1/4 lime juice

1/4 Triple Sec

Woo - Woo

DRINK RECIPES — EXTRA DRINKS

1. ANGEL TIP
 - a. Liqueur glass or brandy snifter
 - b. $\frac{3}{4}$ oz. brown creme de cacao
 - c. Float $\frac{1}{4}$ oz. cream on top
 - d. Cherry garnish
2. BETWEEN THE SHEETS
 - a. Stemmed glass, chilled
 - b. Mixing cup, $\frac{1}{4}$ filled with ice
 - c. $\frac{1}{2}$ oz. brandy
 - d. $\frac{1}{2}$ oz. rum
 - e. $\frac{1}{2}$ oz. triple sec
 - f. $1\frac{1}{2}$ oz. sweet and sour
 - g. Blend and strain
3. BOCCI BALL
 - a. Highball glass, filled with ice
 - b. 1 oz. amaretto
 - c. Fill with orange juice
 - d. Stir well
 - e. Splash soda
 - f. Stir lightly
4. CAMPARI AND SODA
 - a. Highball glass, filled with ice
 - b. 1 oz. Campari
 - c. Fill with soda
 - d. Stir
 - e. Lemon twist garnish
5. CANDY BAR
TOOTSIE ROLL
 - a. Highball glass, filled with ice
 - b. 1 oz. Kahlua
 - c. Fill with orange juice
 - d. Stir well
6. DAIQUIRI, FROZEN BANANA
 - a. Large stemmed glass, chilled
 - ~~b. Mixing cup, $\frac{1}{4}$ filled with finely crushed ice~~
 - c. 1 oz. light rum
 - d. $1\frac{1}{2}$ oz. sweet and sour
 - e. $\frac{1}{2}$ medium ripe banana
 - f. Blend but do not strain
7. DAIQUIRI, FROZEN STRAWBERRY
 - a. Large stemmed glass, chilled
 - ~~b. Mixing cup, $\frac{1}{2}$ filled with finely crushed ice~~
 - c. 1 oz. light rum
 - d. $1\frac{1}{2}$ oz. sweet and sour
 - e. $\frac{1}{2}$ cup frozen strawberries, thawed
 - f. Blend but do not strain
8. FREDDY FUDPUCKER
 - a. Collins glass, filled with ice
 - b. 1 oz. tequila
 - c. Fill with orange juice
 - d. Stir well
 - e. Top with $\frac{1}{2}$ oz. Galliano
 - f. Stir again, if desired
9. FRENCH CONNECTION
 - a. Rock glass, filled with ice
 - b. $1\frac{1}{2}$ oz. brandy
 - c. $\frac{1}{2}$ oz. amaretto
 - d. Stir
10. FRENCH 75
 - a. Collins glass, filled with ice
 - b. 1 oz. gin
 - c. 2 oz. sweet and sour
 - d. Stir well
 - e. Fill with champagne
 - f. Stir lightly
11. GIN FIZZ
 - a. Collins glass, chilled only
 - b. Mixing cup, $\frac{1}{4}$ filled with ice
 - c. 1 oz. gin
 - d. 2 oz. sweet and sour
 - e. Blend and strain
 - f. Fill with soda
12. GIN RICKEY
 - a. Highball glass, filled with ice
 - b. 1 oz. gin
 - c. Fill with soda
 - d. Stir
 - e. Lime garnish

Pina Colada

NOTE: Extra drinks will also be given by your instructor.

1 oz rum

coconut milk / pineapple juice mixed
blended

13. INTERNATIONAL STINGER

- Rock glass, filled with ice
- 1½ oz. Metaxa
- ½ oz. Galliano
- Stir

14. ITALIAN STALLION
ITALIAN STINGER

- Rock glass, filled with ice
- 1½ oz. brandy
- ½ oz. Galliano
- Stir

15. MAI TAI

- Collins glass, filled with ice
- Mixing cup, ¼ filled with ice
- ½ oz. light rum
- ½ oz. creme de almond
- 1½ oz. triple sec
- 1½ oz. sweet and sour
- Blend and strain
- Cherry garnish
- Top with ½ oz. dark rum

16. MARGARITA, FROZEN STRAWBERRY

- Large stemmed glass, with either salt or sugar frosting, depending on taste (see a. Margarita to frost rim)
- Mixing cup, ½ filled with finely crushed ice
- 1 oz. tequila
- 1½ oz. sweet and sour
- ½ cup frozen thawed strawberries
- Blend but do not strain

17. PLANTER'S PUNCH

- Collins glass, filled with ice
- Mixing cup, ¼ filled with ice
- 1 oz. dark rum
- ½ oz. grenadine
- Dash of bitters
- 1½ oz. sweet and sour
- Blend and strain
- Fill with soda
- Cherry garnish

18. RAMOS FIZZ

- Collins glass, chilled only
- Mixing cup, ¼ filled with ice
- 1 oz. gin
- ½ oz. cream
- 1½ oz. sweet and sour
- 2 dashes Orange Flower Water or orange juice
- 1 egg white
- Blend and strain
- Fill with soda

19. SEPARATOR

- Highball glass, filled with ice
- 1½ oz. brandy
- ½ oz. Kahlua
- Fill with cream
- Stir well

20. SICILIAN KISS

- Rock glass, filled with ice
- 1½ oz. Southern Comfort
- ½ oz. amaretto
- Stir

21. SLOW SCREW

- Highball glass, filled with ice
- 1 oz. sloe gin
- Fill with orange juice
- Stir well

22. SMITH AND KEARNS

- Highball glass, filled with ice
- 1 oz. Kahlua
- 1 oz. cream
- Stir well
- Fill with soda
- Stir lightly

23. STONE SOUR

- Stemmed glass, chilled
- Mixing cup, ¼ filled with ice
- 1 oz. apricot brandy
- 1 oz. orange juice
- 1 oz. sweet and sour
- Blend and strain

24. TEQUILA SUNSET

- Collins glass, filled with ice
- 1 oz. tequila
- Fill with orange juice
- Stir well
- Top with ½ oz. blackberry brandy
- Stir lightly if desired
- Cherry garnish

25. ZOMBIE

- Collins glass, filled with ice
- Mixing cup, ¼ filled with ice
- 1 oz. light rum
- ½ oz. creme de almond
- ½ oz. triple sec
- 1½ oz. sweet and sour
- 1½ oz. orange juice
- Blend and strain
- Top with ½ oz. 151 proof rum
- Cherry garnish

	R D						Bloody Mary	O V D R
	R	D	V	D	R		Black Russian	R C D L
* Vodka Gimlet	R	D	V	D	R			
Mudslide	R	D	V	D	R			
* Toasted Almond			V	D	R			
* Kamakazi	R	D	V	D	R			
Brandy Alexander	R	D	V	D	R			
* Stinger	R	D	V	D	R	Woo - Woo	R	V R
Highball	R		V	R		* Fuzzy Navel	D	V D R
Codmother	R	D	V	D	R	Bay Breeze		V R
* Harvey Wallbanger	R	D	V	D	R	Madras	D	V D
Cod Father			V	D	R	Cape Cod		V D
* Screw driver	R		V	D	R	Sea Breeze	R	V P
* White Russian			V	D	R	Sombrero	D	V D
Brandy Alexander	R		V	D	R	Creamsicle	R	D R
* Wine Sputzer				D	R	* Fish Coffee	D	R
Daiquiri				D		Mimosa		D
Long Island Iced				D	R	Margarita		D
Whiskey Sour				D	R			

H.I.T.B approved , version this

The Seven steps to waiting tables

- ① Greet table and take drink order. Say 'thankyou'
- ② Get drinks from bar and serve them
- ③ Mention specials and ask people if they have questions on the menu. (know the menu)
→ say 'thankyou'
- ④ Take the food order and take away menus.
- ⑤ Bring food order to the kitchen.
- ⑥ Serve the food (^{first and right side} R.H.R.S) Main course or entree
- ⑦ Come back and check on the table. Is everything o.k?

Priority

- ① Greet new customers
- ② Bring out hot food.

18/11/1996

- honesty, punctuality, training, neat, common sense, etiquette
- Make good 1st impression - Be presentable
- Make sure you are proud of workplace - have pride in workplace - make sure it is clean, presentable.
- Make sure co-workers are well-trained - ie poor house situation otherwise you're carrying load
- RSO - 70% shift bartending - average.
- Know what customers eat, drink, names. - for repeat business
- Menu merchandising - suggestive selling. Emphasize you have been trained in this for interviews.
 - Giving options which customer doesn't know about.
- +
 - For comfort, use tree length socks to ~~for calluses~~.

WAITING TABLES

- Customer service. Assess your table - Don't treat everyone the same - Read the situation and defer to your customer
- Who's here? What are they doing?
- Check on meal two minutes after serving - to see if everything is ok. Don't be too pushy - don't interrupt. About once is enough.
- Make sure you're nice, friendly
know the menu - instantly - ~~house going~~
Talk to chef (is there garlic in that sauce - what herbs and spices are in this meal?). Memorise the menu
- Don't intrude on diners - friendly not familiar
- Learn to make adjustments at each table
- Manners, etiquette and common sense + policies of the house
- ~~the tab~~ First priority is to acknowledge new customers
Good evening - I'll be with you in a moment.
People don't have to fire themselves out looking for waiters.

serving

- Prioritise jobs. ie getting naked is not as important as serving hot food
- Minimize losses - apologize
- Rush hour*
- Don't get tied up with tables - don't have small talk with other ~~staff~~
- Mask frantic, tense behaviour. Hide panic. Stay in control
- Turn ~~the~~ plate around when serving so main dish is facing customer
- People notice little things.
- + Don't ignore people, neglect people.
- Don't challenge, you'll never win. You & restaurant will look bad
- Yes problem customers to death.
- + If you take anything personally, you loose. But you're not there for verbal abuse.
- Talk to chef before you begin your shift. Get chef as ally. Taste, check sauces, etc. While chef is preparing.
- The more time you spend at your station, the better service you will give.

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NB

- Be interested in food and people you're serving.
- (Be consistent)* in how you serve. If you serve from right side, use right hand etc
- ~~Treat~~ Treat and serve ladies first. Try not to leave over people, and apologize if you have to.
- + Don't identify yourself unless ~~you~~ it's house policy.
- + Everyone deserves an/a hello, evening (pm), morning, afternoon
- Make eye contact
- Don't talk so much - keep it simple and you're appropriate.
- Does not use drink, cocktail (negative connotations).
- 'Something refreshing from the bar!'. Don't narrow your product range - Give clear options. If ~~a~~ per one person has a drink, everyone else will have one
- + Not here to teach manners. Hey, hey buddy - ladies first
- To remember who gets what, use number system. Number table from your left and clockwise. Circle ladies numbers cos you want to

4

serve them first. Go back to same place where you took order.

- Serve silently ~~(don't interrupt)~~. Maintain number system.

→ ~~Prep~~ Highball, soda glass. Rocks glass

Every drink

- Every drink has ice. 'On the rocks' refers to style of glass.

→ Hold stem with the lower third with fist three fingers.

- Hold all standard by stem. Hold tray outside table.

Don't announce drinks.

- With drinks - it's first time you're served get off to good start.

- Acknowledge thanks with nod.

- Remove empty glasses a.s.a.p but don't interrupt. Excuse yourself.

- Don't take orders before you tell them about specials.

Specials are usually higher priced; & is what chf does best.

- Read your customers.

- Don't point with pen - all done with eye contact.

- Don't repeat what everyone says unless you're not sure.

- No 2 priority - Serve hot food. ~~Don't stuff food~~

No 1 Greet customers.

→ Offer wine list after food, so they can match up food.

Rule of thumb: white wine - white meat. Red wine - red meat.

- Recommended wine within a reasonable price range. One on wine menu, point with finger and move along to price.

- Only say 'enjoy your meal' after serving main course.

→ Two priorities - Make visual check when you come into your station.

- Serve wine when it needs topping up.

- know how much so you can describe to customers so they won't be surprised.

Homework - Want to know what is vodka, gin + Rum.

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- So long as language is not offensive, not interfering with other people, leave ~~customers~~ ~~other~~ customers leave customers alone. Don't take sides, don't discuss religion or politics.
- Don't enter conversation unless invited. Friendly, not familiar.
- After dinner, ask people how the meal was. Relay the information to chef. Want to hear good with bad. Only criticize when shift is over.
- Only thing left on table for dessert should be a dessert spoon.
- Present napkin and hot water to decrease. Or hot water with lemon. Usually with meal.
- Be ~~most~~ aware of crowding.
- If a person expresses interest (raspberry tart) in a dessert before meal, Save a slice in case it runs out.
- Commit to making people comfortable.
- Use two ashtrays ~~to remove~~, when removing fill one.
- Let customers see label.
- Say 'Ordering' when putting order to bar.
- Ask how you want steak cooked.
- Take menus after ordering.
- Waiters responsibility to sort out cocktail tray.
Build from middle of tray.

Flavored drinks - higher profit margin
Signature drink

Strawberry margarita

- Want table to like you so they don't blame any problems on you

MENU MERCHANDISING

Giving people options ; suggesting selling.

- You are a salesman as a waiter
- People want to relax and be taken care of
- Come up with 1 or 2 options/ideas for each phase of the meal.
- When you ask, and people start looking at each other, (shy, embarrassed) offer them options.
- ~~Follow~~ Me too philosophy.
- Mimosa Mimosa (champagne + orange juice) Bloody Mary - for the morning after the night before
- For cold nights - use hot for would you like a hot man on this cold rainy night!
- People aren't thinking about other things - suggest the things.
- Open line of communication with kitchen.
- Don't recite specials by rote. Don't stamp on details, ~~or~~ yet
- If you new:- talk to other waiters, introduce yourself to other staff. Use them to find out what's good in the restaurant, and you can relay this to customers. (The other waiters tell me that ... as the customers seem to prefer ...)
- ~~If~~ Suggest appetizers which people can start (they'll think you're not trying to milk me). But read the situation. Be sincere and make the people happy
- Don't ask if you can bring the wine list over; Bring it over. Only after food is ordered.
- If you see people passing wine list around, probably unsure. Go over and make recommendations
- Memorise 1 or 2 wines in each category. Match them up with the main courses. Ask them what wine they like : red or white.
- Intelligent recommendations based on limited knowledge

- Don't let them order house wine - cheaper, and poorer quality.
- On wine list, follow line all the way to the price? If someone orders a R60 wine, they know wine and don't need your recommendation.
- Ask how dinner was.
- Know products at bar, and how they taste, so you can recommend the drinks.
- Baileys = Cape Velvet. Baileys and coffee, Amaretto and coffee, excellent drinks
- If you sense people don't have a lot of money to spend, recommend good, solid fare at reasonable price.
- 'Dessert' carries negative connotations. Recommended by name, especially if they are indigenous and unique fruits or desserts.
- People usually split desserts, like appetisers. Suggest to people that they can split.
- Menu merchandising works better in second second than in first. Second see what first are eating, and these things are to eat in these mind. Capitalise on that.
- Five areas of dining for menu merchandising drink, appetiser (start), special (main course), wine, dessert

THE BAR

- Cut enough fruit. over rather than under cut qualities
- Get lots of ice - everyone wants
- Have to count money in bank before shift, check money otherwise you'll have to pay difference.
- Put ashtrays on bar, clean bar, spillage mats, etc
- Always make drinks on top of bar, where everyone can see.
- Be presentable before doors open
- Some bars serve food. Check specials with manager. Check happy hour times, price changes, etc. Ask manager.

+ Daily Routine - operating Procedures

~~Final Exam~~ Priority order of serving drinks: ① Neat, ^{shots, tots} rocks, ^{Brandy snifter} red wine.

- (2). Cocktails with water ^{warm with no ice}
- (3). Soft drinks and juices
- (4). Cocktails with juice or soda
- (5). Beer, white wine
- (6). Cocktails ^(up) cold drink with no ice
- (7). Blended drinks, coffee drinks (most expensive)

- Clean ashtrays (no more than 2 butts), in special tin
- Wipe down bar a lot
- Keep back bar neat - it distracts customers if its untidy
- keep juices, sodas and ice filled
- Do not ever put an empty bottle back on bar. Fill as soon as its empty. Make sure there are enough full bottles spare

Professional Work Habits

- Use both hands when behind the bar
- Always hold speed pourers on, and hold neck
- Always put bottles back with labels visible
- Learn how to use cash registers. Use both hands to save time.

NB.

- Add up prices and take money before going to till. Saves time.
- Always acknowledge new customers. Deal with them
- Say thank you. Give customers your undivided attention
- Fan out change when putting it down
- Say cheers when people leave. Say thanks when you hear glass tip glass chink
- Give change so you can get a tip.
- Keep busy behind bar - wipe bottles, clean, etc
- Talk to customers. Won't make money with strangers
- Keep looking up and down bar when chatting to people
- ~~Wait~~ Serve and help waiters, as they tip you for service.
- The floor has top priority.
- Personal appearance must be clean
- Don't eat too much behind bar. Don't be seen eating.
- Keep hands out of pockets. Keep hair ~~neat~~ neat. ^{light peoples cigarettes}

NB.

- Four tools: matches, lighter (use it) ^{Good service}.

- * Bottle opener (flat one)
- Cocktail Recipe Book [Mr. Boston's Guide - ^{Definitive cocktail book}]
- Bury some cool tunes
- Clean and stock bar for next shift. ie enough fruit slice, beer.
- When you leave, say cheers to customers 'Oh, Chris, you're leaving.
Here, this is for you..'
- If you're night shift. make sure everything is clean and tidy when you leave. Close all windows, check stoves; make sure securities on.
-

Martini Questions: Straight up or on the rocks?

Olive or lemon twist garnish?

Use ice scoop when getting ice. Never use hands, never scoop glass through ice.

- Make glass cold. Either store glass in ice, or put ice and water in glass and leave to chill.

- 1/8 is about ~~the~~ slash from speed pour
- Fill mixing glass ~~with~~ $\frac{3}{4}$ with ice
- Always put things back where you got it, ie like mixing spoon
- If there's a rocks glass, gets a stirrer.

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THE RUSH

- Think positive.
- Mask panicky behaviour. Don't let customers know.
- Most important thing during rush. Greet people, and communicate with them. 'Excuse me, I'll be back in a minute. Excuse me, the kitchen is quite slow tonight. Your food will be ready in 3-4 mins'
- If you greet: Diners will know who their waiter is.
Will give you permission to come back
- By greeting, you can get stall time
- In rush, you have more spare time than you think you have.
- Calm down, but don't treat rush as joke. Relax
- When you're at a table, forget about everything else you have to do. Concentrate only on table at hand.
- If you lose control, ~~waiter~~ customer will order you around. Don't get stuck at one table. Don't need individual tasks for individual tables. organize and handle several tables at a time.
- Slow down just before you get to table
- See your station as a ~~to~~ whole. (see speed - reading)
- Sort out hurried customers ~~while~~ ~~they~~ first.
- If you think people are ready to leave, call the manager over and get him to sort it out
- If you pushed, ask waiter/d not to seat you for a while. Use other staff as support and help. Make friends
~~#~~ and open lines of communication
- Make manager from your friend. Ask him to open bottles of wine
- Don't be afraid to ask for help, or apologize
- ~~Use~~ ~~man~~ person who orders wine is host. Always present wine to host first.
- Don't go up to a table with other peoples dirty plates.
- If you make a mistake, don't be too hard on yourself. Solve

If, let it go and move on. Don't dwell on it, or it will affect your performance.

- If people are stuck, move things along. 'Perhaps you're torn between two items on the menu?'
- Be specific. 'I'll be back in two minutes'. Don't be vague.
- When you're rushed, you can still sell. Don't skimp on detail, it will ~~need~~ create more questions.
- Avoid small talk with staff.
- Apologize if to all tables being denied service. 'I'm sorry for the delay'.
- Utilise support staff

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MENIAL TASKS

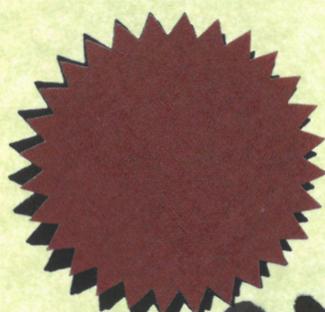
- Bring three things: Corkscrew, two pens, notebook/writing pad.
- Sidewalk (Before and after shift)
Filling sugar, salt and pepper shakers, slicing bread, salad, tomato sauce containers.
- Make sure your station is set - silverware clean, floor swept, windows clean - ~~most~~ your job, but make sure it's done
- Talk to manager or lead waiter, to find specials, where your station is.
- Don't wear your uniform to work - will get messed up while doing sidework
- Hands out of pockets
- Keep small talk with customers to a minimum
- Be consistent with abbreviations for drinks, be neat + legible.
- Let people know you're coming back after drinks order
- Approach each table as if it is your first; first impressions last.
- Don't bar mouth your other staff, establishment in front of customers
- Never discuss money in front of customers
- Don't ask who gets what - interrupts people
- Speak slowly when ~~deco~~ relating specials
- Check on table between courses
- When people order salads, you must tell chef when to start cooking main course. Arrange it so main comes couple of minutes after steak finished. 'Fire the mains on table "x"! ~~Depends on the temperature~~ Timing this depends on temp of steak. Well done must be "fried" long before "rare"'
- If kitchen is slow, keep drinks filled. Re-assure people
- Put time you put order in on order slip.
- keep a lookout for high signs (hands up, clicking fingers)
- Deal with as many requests as possible.
- Concentrate when things are slow; ~~your~~ your mind will wander.

- Never ever go back into kitchen empty handed - there's always something to do
- If someone drops a piece of cutlery, tap their hand then a new one ^{on} a napkin
- When serving starters, salads and soup, serve them before main course
- Bring condiments with you, ie salt and tomato sauce for chips, sugar and cream with coffee.
- Remember to turn plate so main course faces them.
- When someone orders steak, when putting it down, tell temperature. If there is a mistake, they know its not your fault.
- ~~When~~ Bus boy clears table. Make sure table is totally cleared for dessert
- After dessert, have check written up, but not totalled, as people are finished but could order something else. Ask if they want anything else
- Slash and burn - get them in and out, but don't rush them
- When you say 'subway' means you get change. Bartender usually ~~handles~~ handles money.
 - < Make sure bartender gives you correct change, and change where you can get a tip. Break the money up.
- Say thank you, ask them back again, but get them away
- As they go, clean table q.s.o.p
- Always have change with you. have like 10 R2 coins.

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